

## FAQ questions

### How to create an account on [www.scio-eductor.com](http://www.scio-eductor.com)?

- Go to [www.scio-eductor.com](http://www.scio-eductor.com) and click on “Contacts” and select “Device assignment” on the top menu bar
- Fill in the required fields on the register side: Firstname, Lastname, E-mail address etc.
- Click on “Send” button.
- Your registration request is now sent to [info@scio-eductor.com](mailto:info@scio-eductor.com)
- After your data is reviewed your registration will be approved.

### How do I download TeamViewer for remote support?

Click on the following link:

<https://www.scio-eductor.com/>

Scroll the page down to the bottom and click on the Team Viewer icon. This will direct you to the page from where you can download the latest version of TeamViewer.

On the popup window click on Run and install the software. When the installation is complete you will be able to see your ID and password. These numbers will be needed to be given to the person who will do the remote support so the connection could be established.

### How do I update my software?

Right now there is no option to update your current version to Clasp 64.

To be able to install it please remove your current Eductor 64 software from your computer and download Clasp 64 software from [www.scio-eductor.com](http://www.scio-eductor.com)

**Is the Eductor 64 version compatible with Clasp 64?** No, it is not compatible, it is a different system.

**Can I save the patients' data before updating to Clasp 64?** No, it is not possible to save the patients' data, because it is encrypted. Unfortunately you will need to enter again your current customer data manually.

**Is Clasp 64 compatible with QXCI/Small screen EDUCTOR/INDIGO?** No, it is not compatible. It is only working with serial SCIO, USB SCIO and EDUCTOR big screen devices.

### How to get started?

Please see the steps below how to get started:

1. It is important you have a computer which is purchased according to the specifications given in our policy.
2. Make sure you have internet connection and enough space on your computer. In case you need remote support please download Team Viewer and install it. (For further instruction please read How do I download TeamViewer for remote support)
3. A. In case you have received a USB memory stick with your purchase please insert it into the computer's USB connection port and locate the software you need to install and start the procedure. (please don't change the automatically set directory) where the software needs to be installed.  
B. In case you are downloading the software from [www.scio-eductor.com](http://www.scio-eductor.com) make sure you are registered on our website. If you are not yet, please go to [www.scio-eductor.com](http://www.scio-eductor.com), click on Login button

and on the popup window click on Create an account and follow the steps than download the 'Mandelay\_Downloader.exe', run it, start to download and install the software. (please don't change the automatically set directory) where the software needs to be installed.

4. Connect the SCIO or EDUCTOR device to your computer and switch it on.

At the Device manager in case of SCIO select COM 1 (for more help please read '**Configuring the SCIO System's communication port (COM port) in Windows 7 or earlier**' article. In case of EDUCTOR this step is not needed.

1. Start the CLASP 64 Software and proceed to activate the software.

## How to download the CLASP64 Software?

To download the newest version of the Clasp 64 software, we created a simple tool that allows you to download the software for the USB SCIO or EDUCTOR device.

Please follow the steps outlined below to download the Software:

- Open a web browser (Internet Explorer or Mozilla Firefox).
- Go to the [www.scio-eductor.com](http://www.scio-eductor.com) website and log in.
- Click on 'Downloads' on the top menu bar of the website and select 'Software's + tools'.
- Download the 'Mandelay\_Downloader.exe'.
- In the pop-up window click on 'Save file' or click 'Run' if the option comes up.
- If you clicked on 'Save File', run the downloaded 'Mandelay\_Downloader.exe' file by double clicking on it in the download window.
- Log in with your username and password you are registered on [www.scio-eductor.com](http://www.scio-eductor.com) website, and click on 'Login' button.
- First click on **Download and Install CLASP 64 Software**, after the download is complete the text will change to **Install CLASP 64 Software**.
- When installation is complete, you will have the option to install right away by clicking the Install CLASP 64 Software button. If you wish to install later, just close the program and re-enter when you want to install it. You will see an Install button below the software you downloaded.
- If the Mandelay\_Downloader.exe' is closed in the middle of the download for any reason (Internet fails, computer restart etc.) just restart the Mandelay\_Downloader.exe' and click on Download again. Installation will proceed from where it left off.

You can proceed to install your Software!

## How to install the Clasp64 Software?

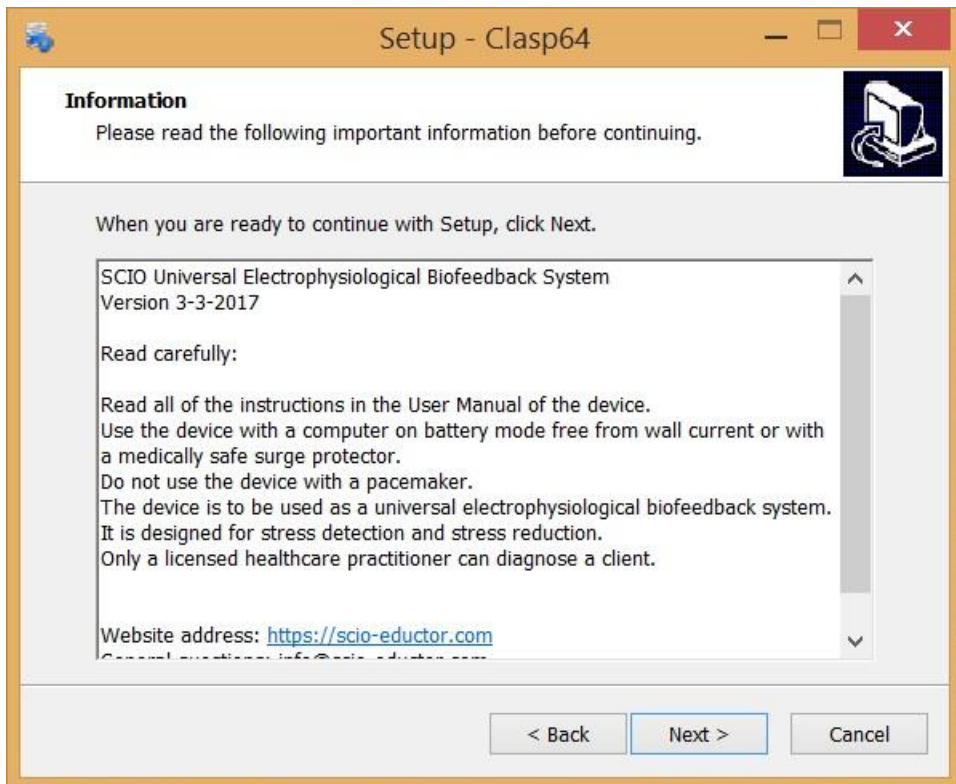
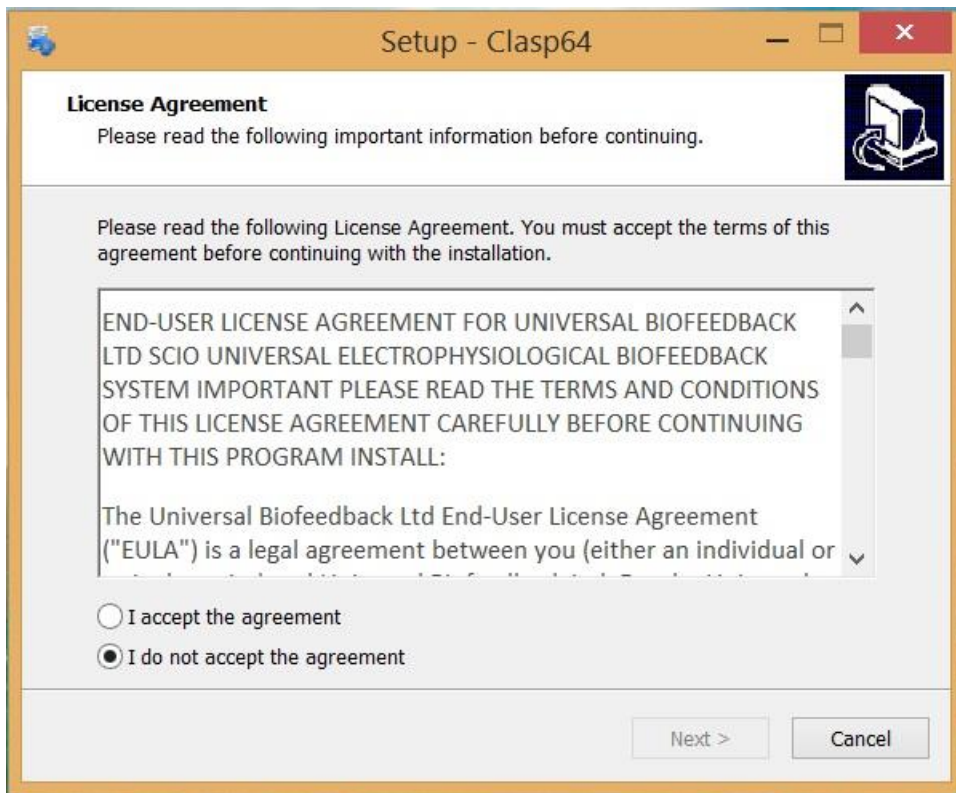
The Software can be installed either directly after downloading it from the [www.scio-eductor.com](http://www.scio-eductor.com) or from the USB memory stick you received in your device package.

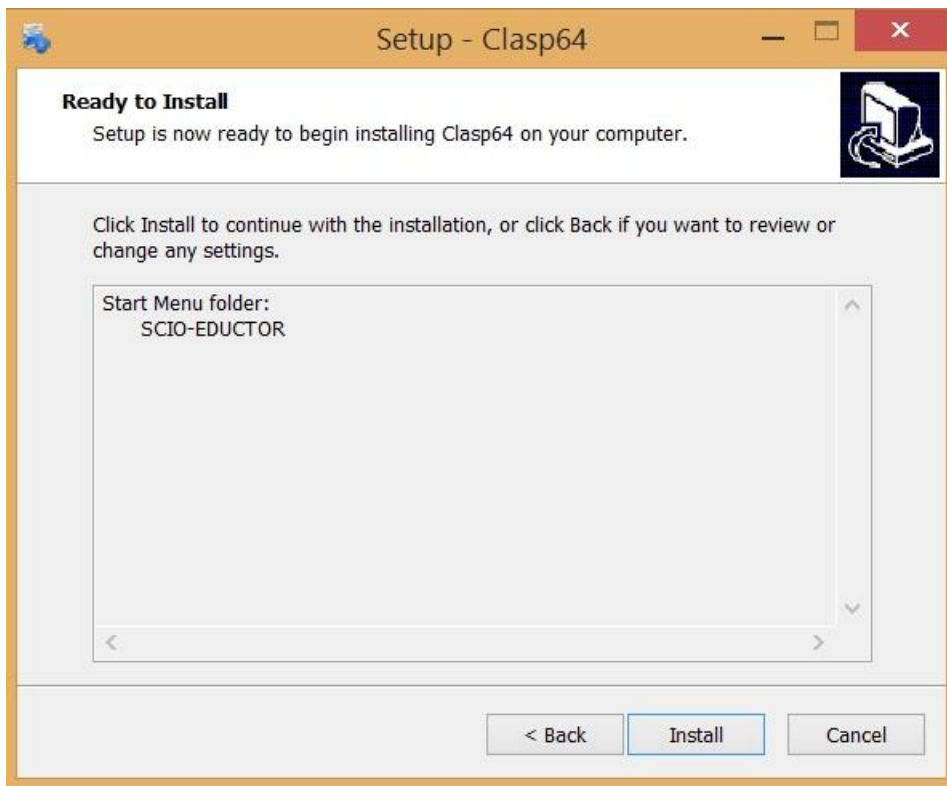
1. If you install the software from the USB memory stick, please insert it into your computer then locate the CLASP 64 Software on your stick. Find the Install.exe and double-click on it to initiate the installation.
2. If you used the 'Mandelay\_Downloader.exe' double click on the 'Mandelay Downloader' icon to start the program than log in.



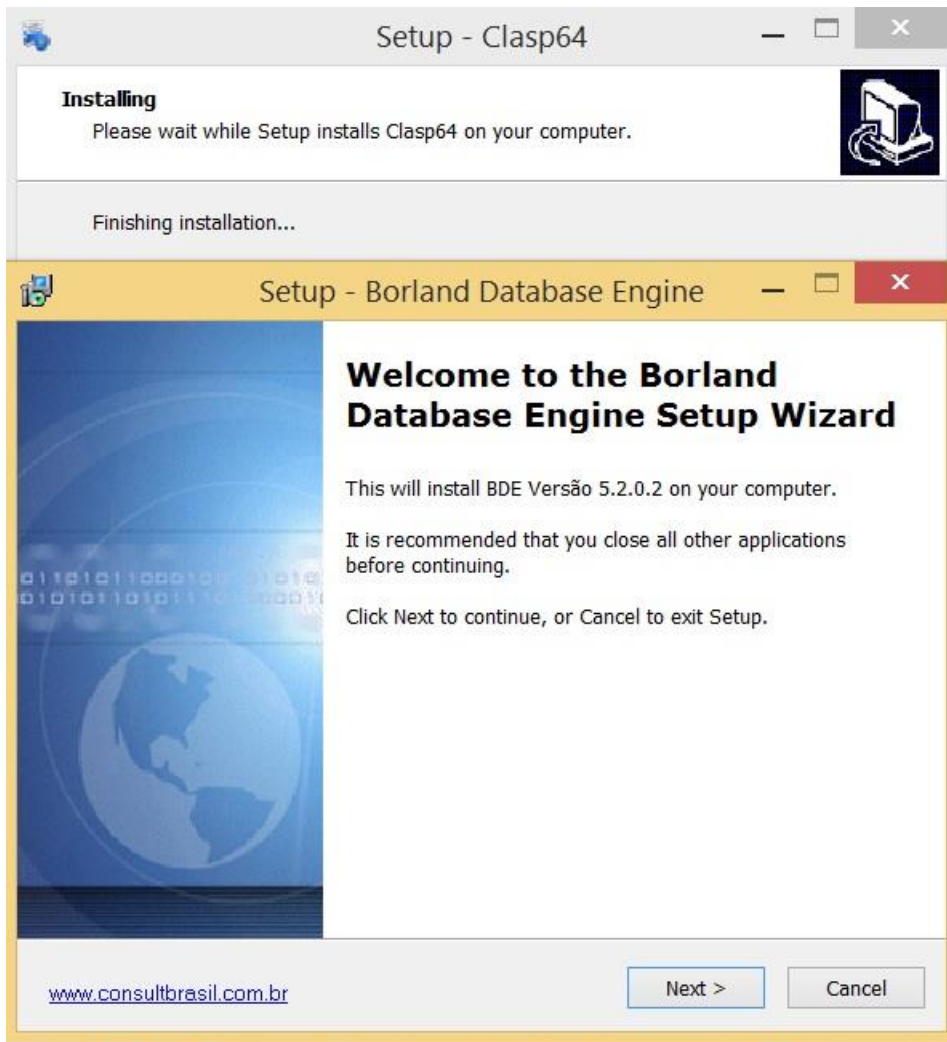
To get the latest version of the software please click on **Download and Install CLASP 64 Software** to start installation.

- Select **I accept the agreement**, then click 'Next', then on **Next** two more times. After that, please click on **Install** button.



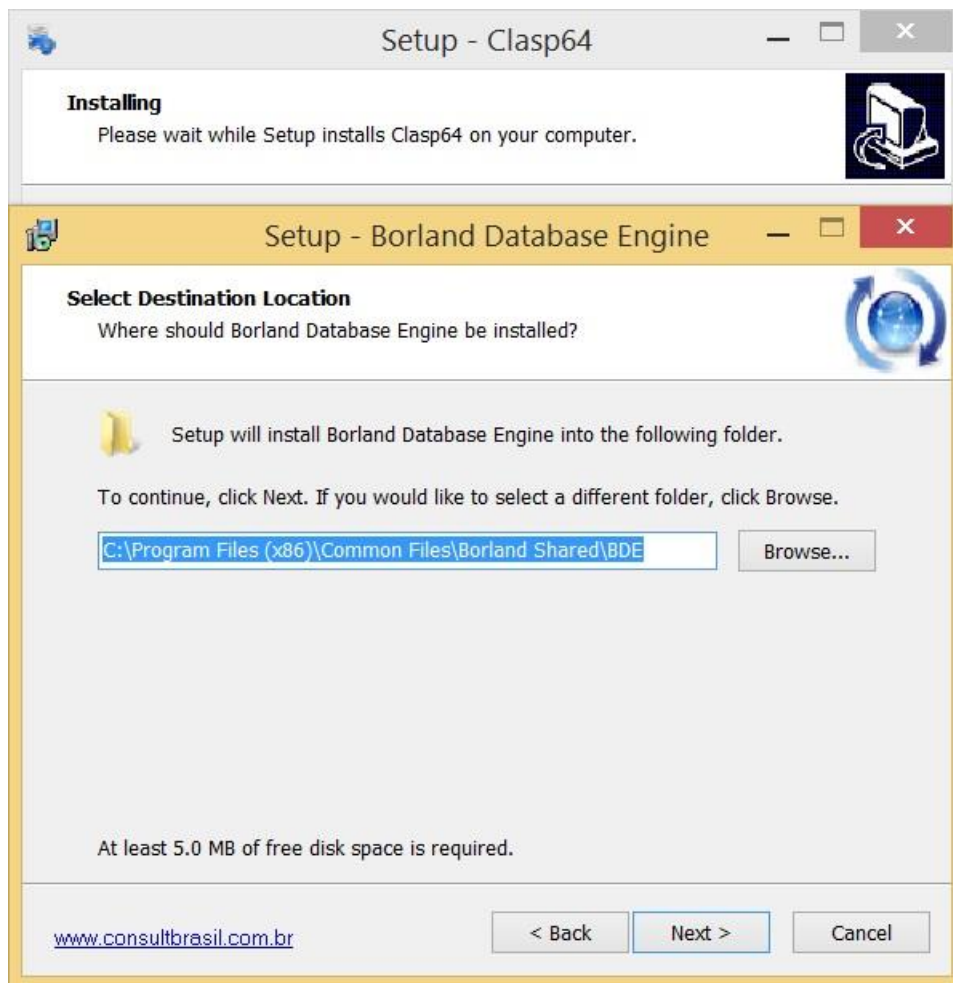


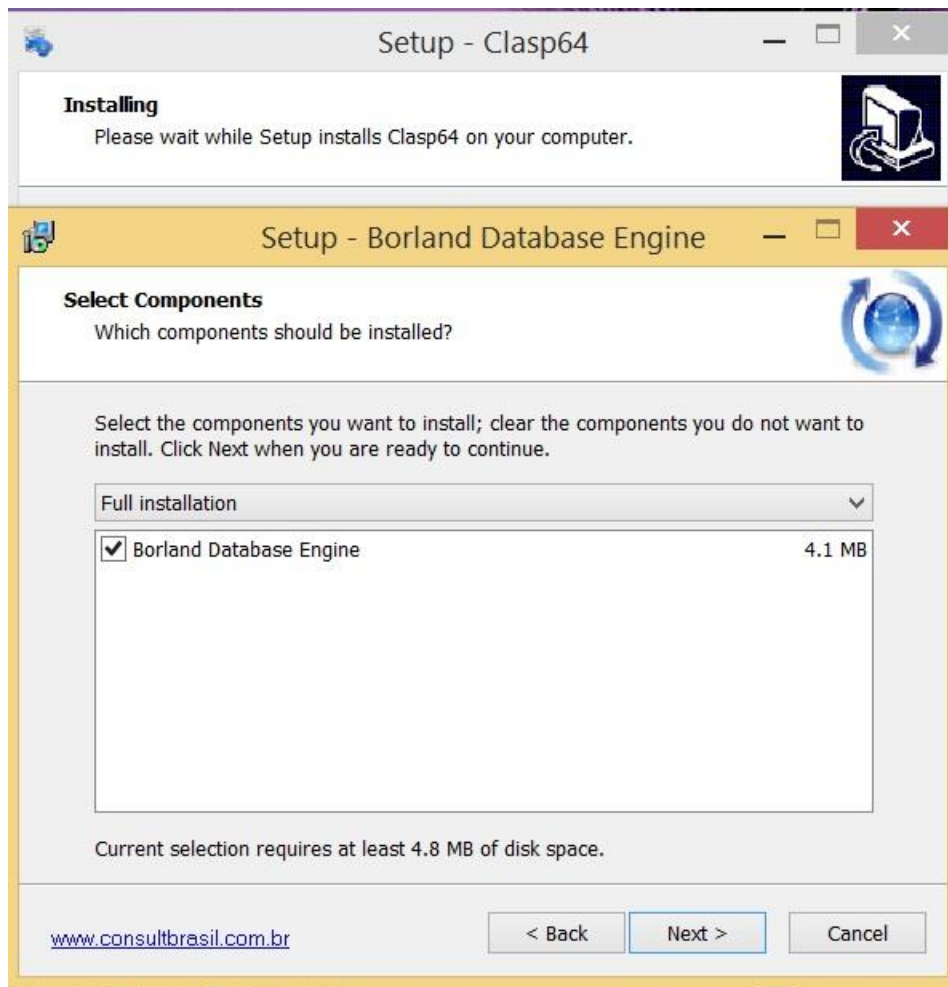
- When the installation is finished, there will pop up another installation window to install the **Borland Database**.



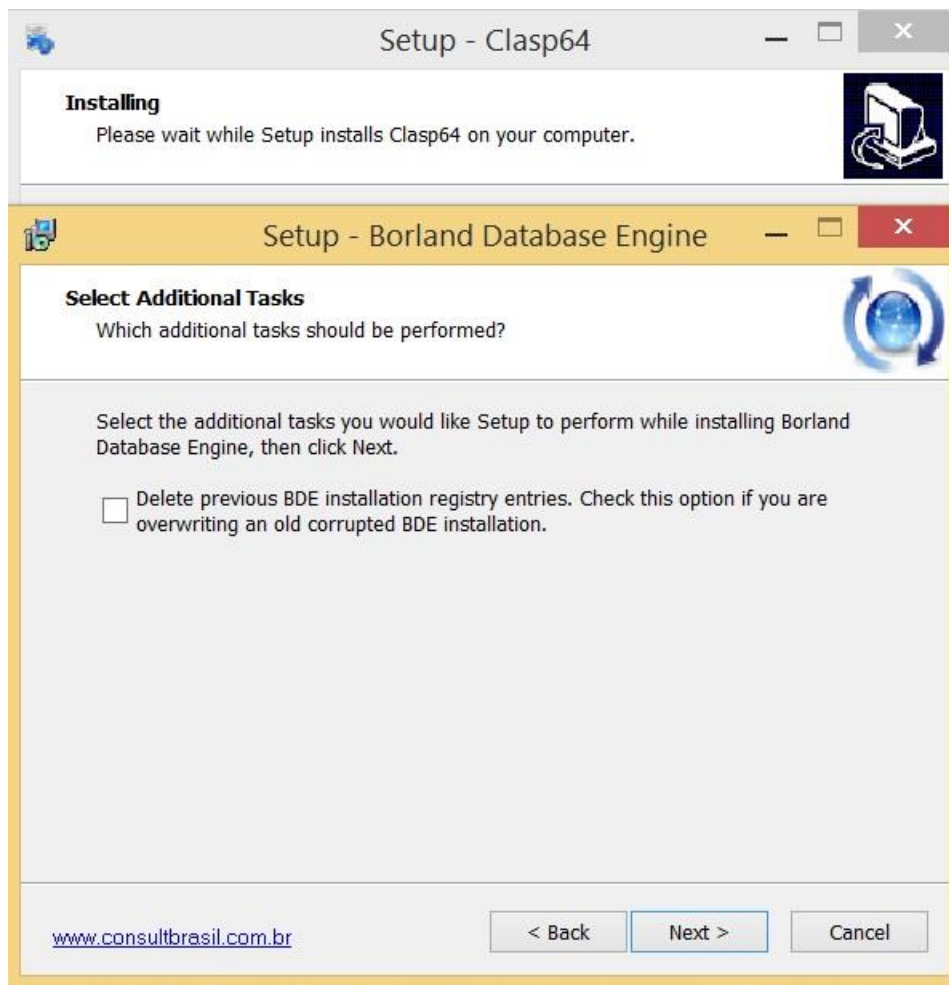
Click on the Next button four times and then on the Install button to start the installation. (everything is set automatically, please don't make changes).

On the next screen it will pop up another window which will show you the directory where the **Borland Engine** will be installed.

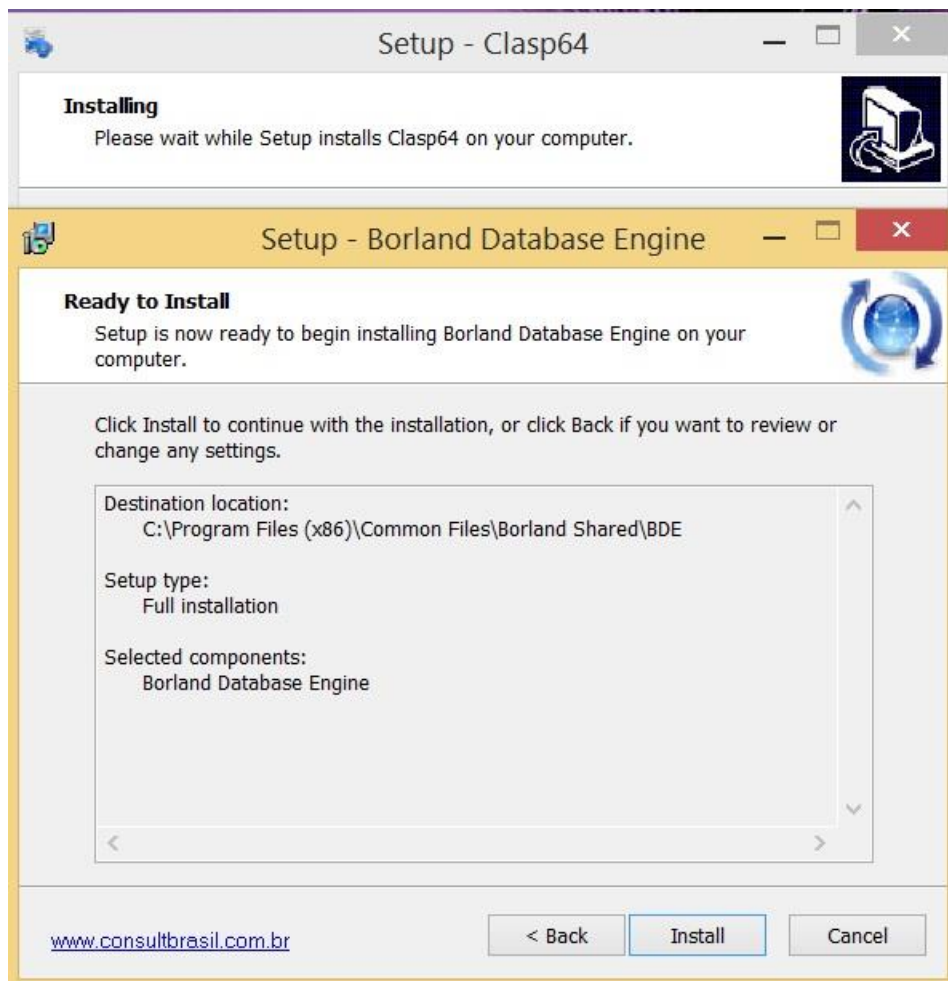






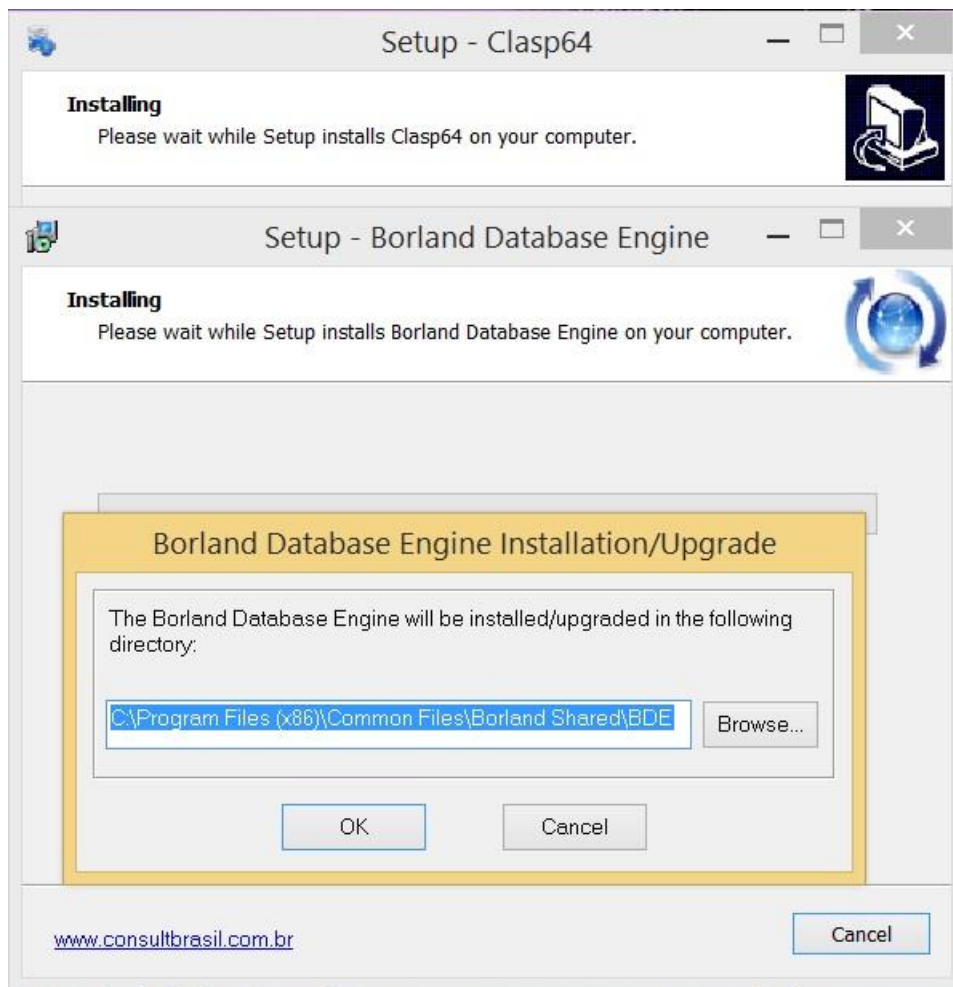


Click on the OK button, then on the Yes button on the next window to create the directory than on Install.



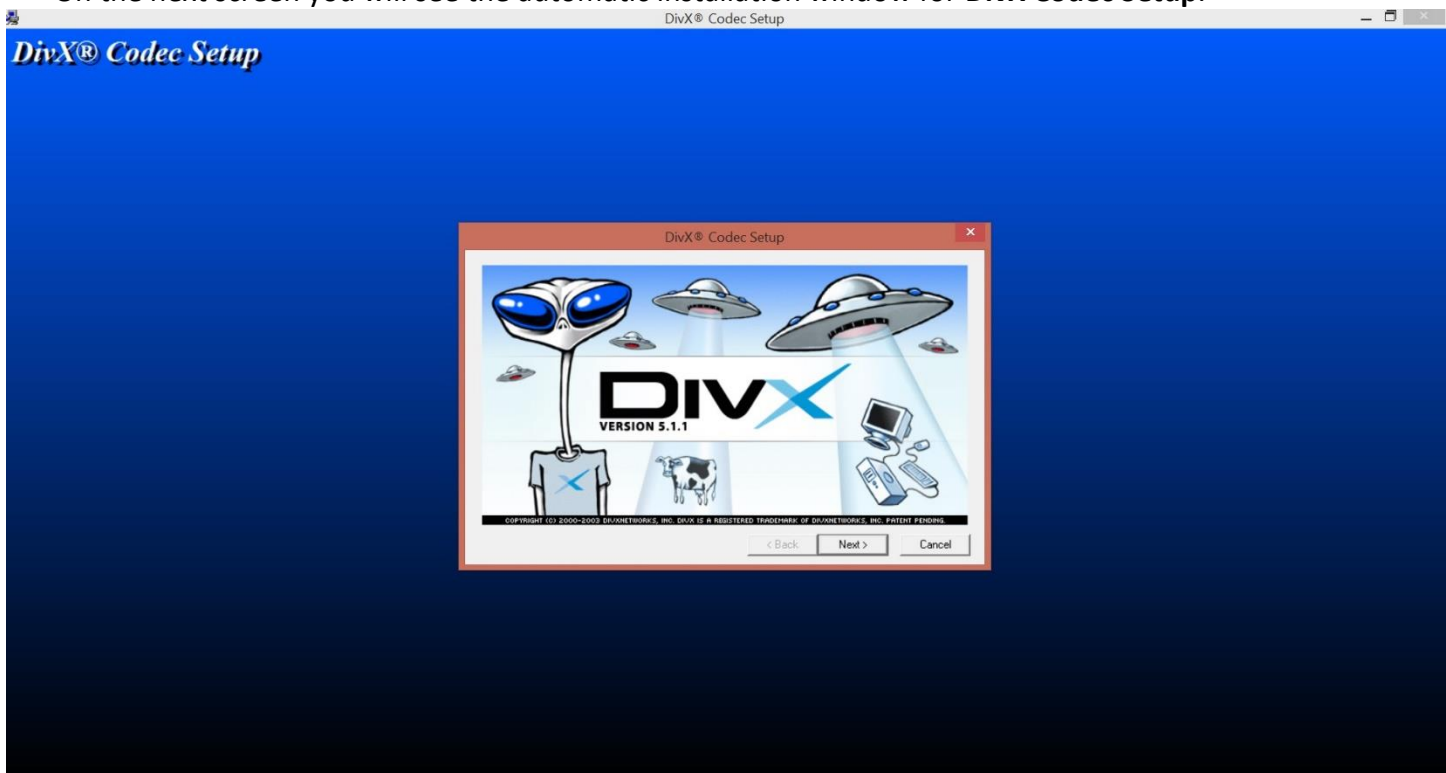
on the Finish button

After the directory is created click

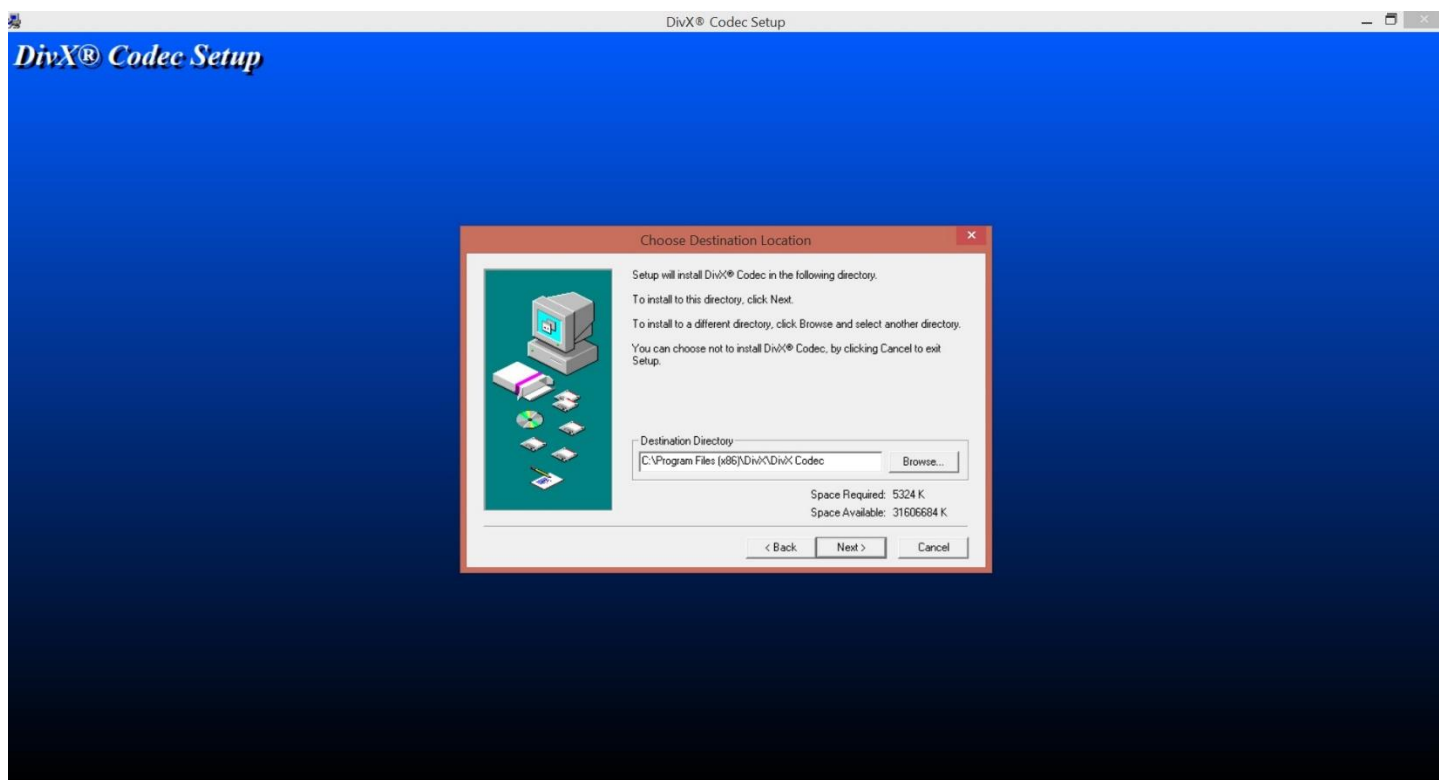
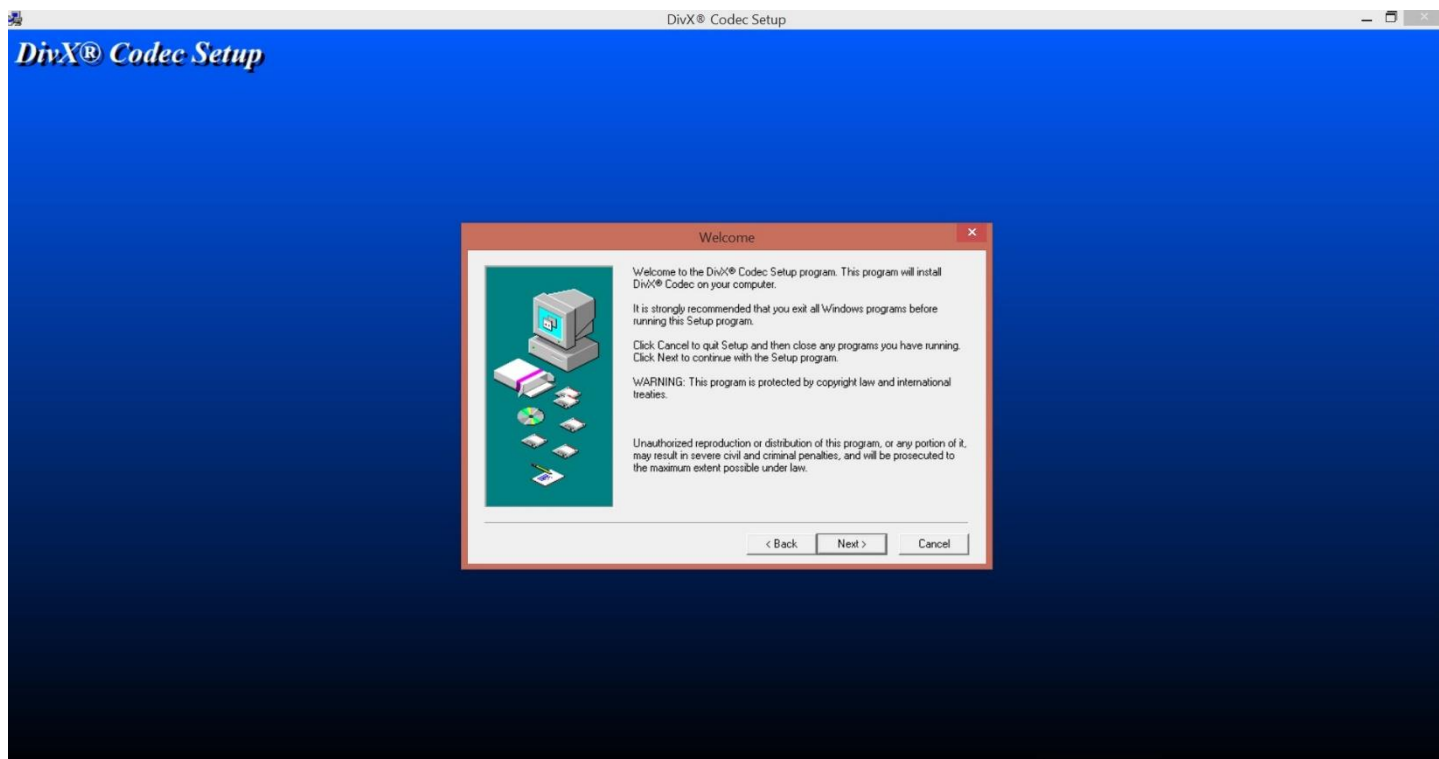


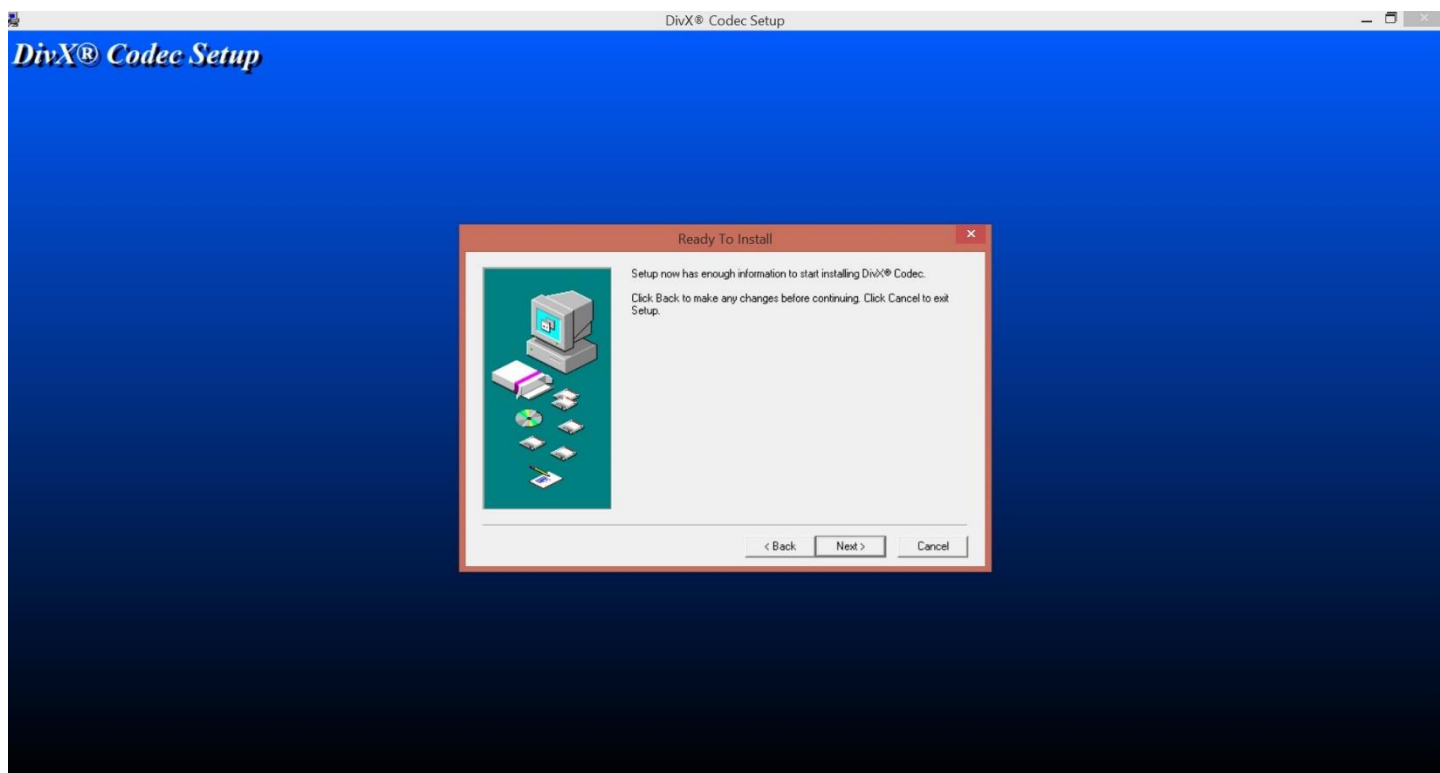
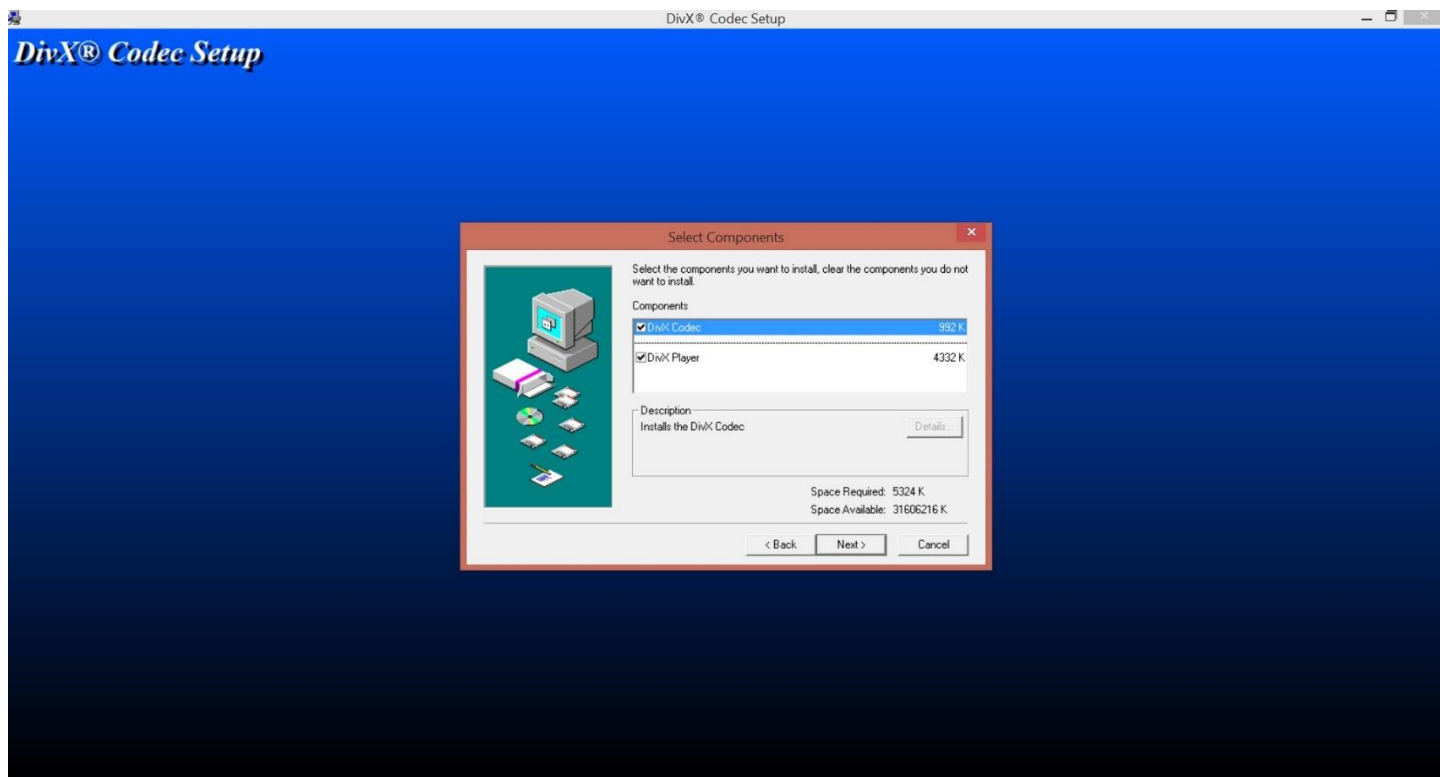


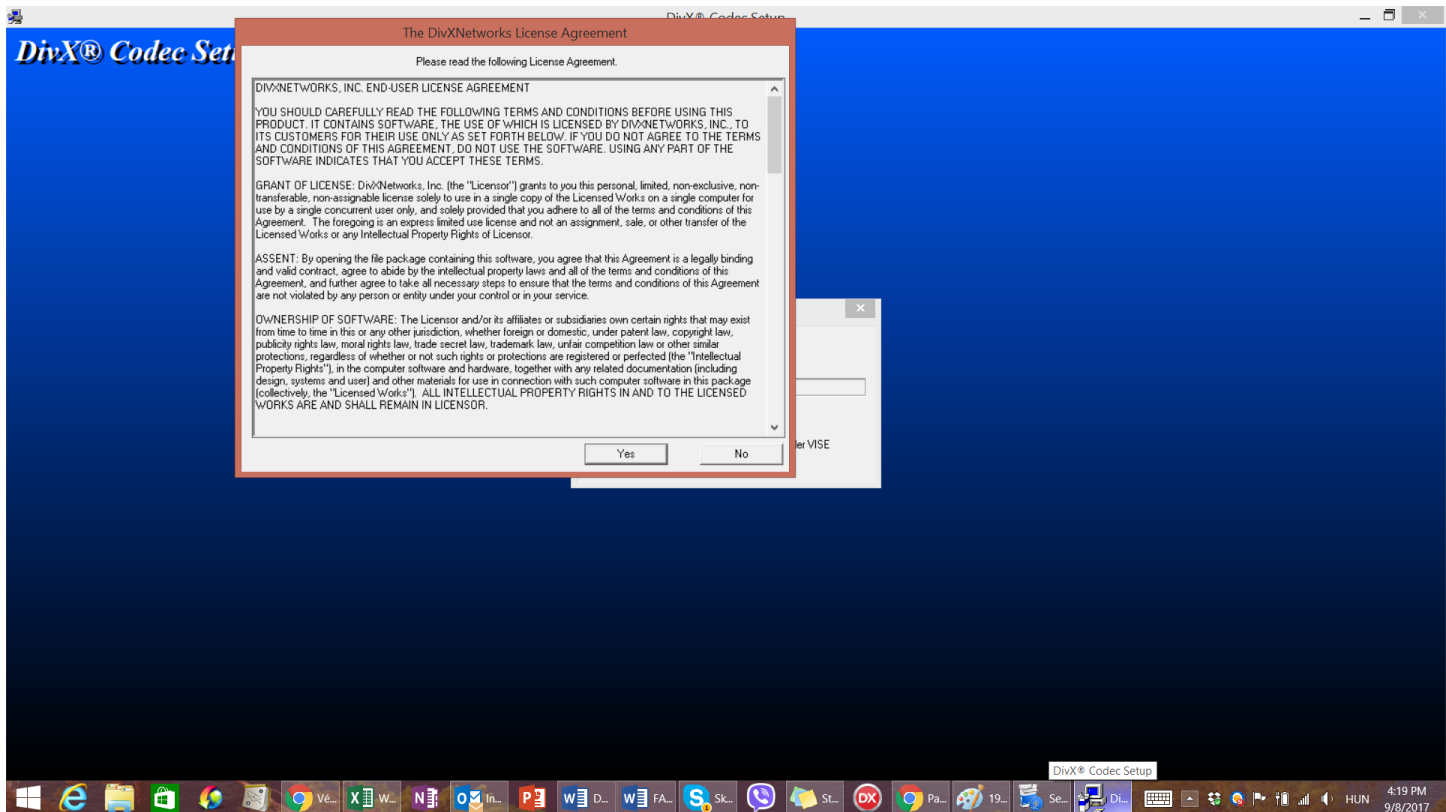
- On the next screen you will see the automatic installation window for **DivX Codec Setup**.



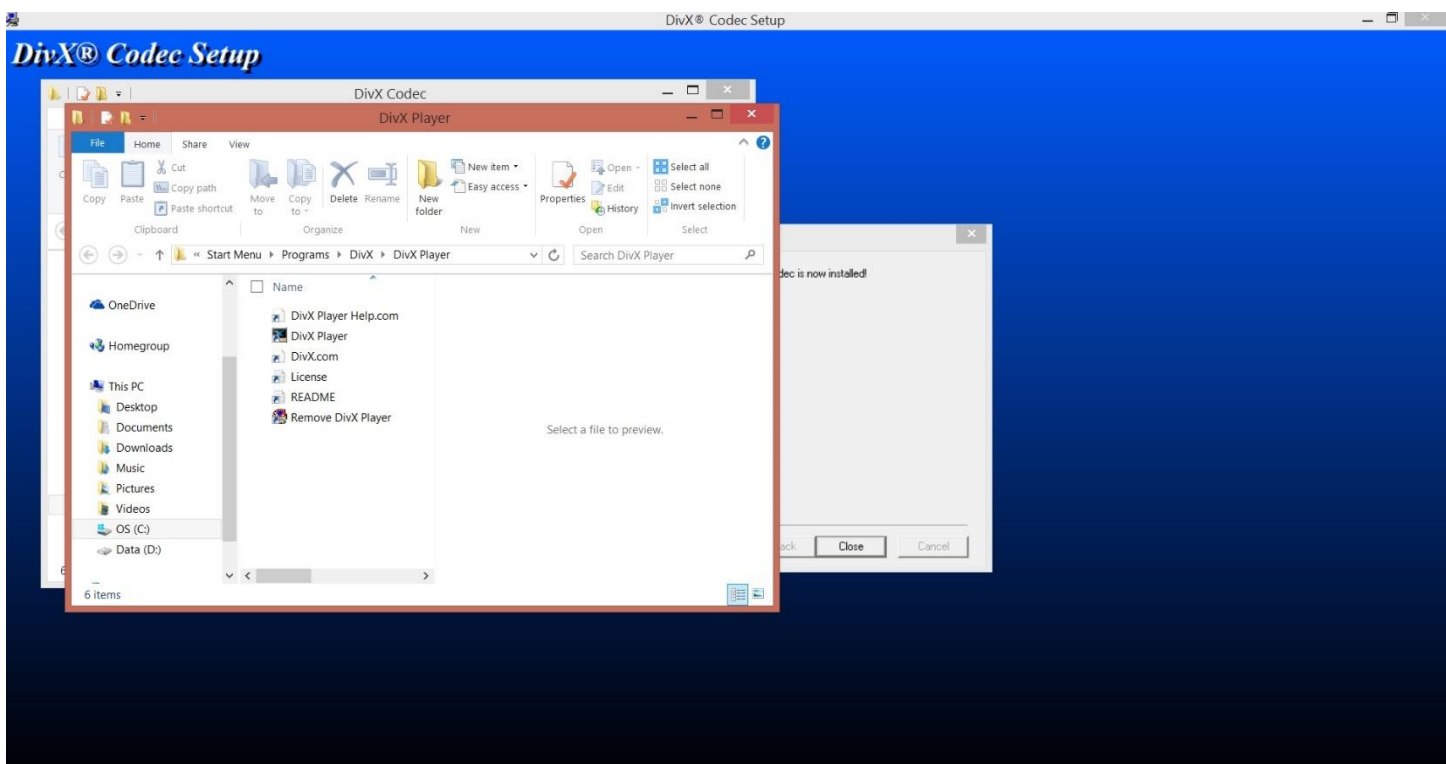
Click five times on the Next button (please don't make changes in the directories) than on the following window on the Yes button to Accept the License Agreement and to initiate the installation.



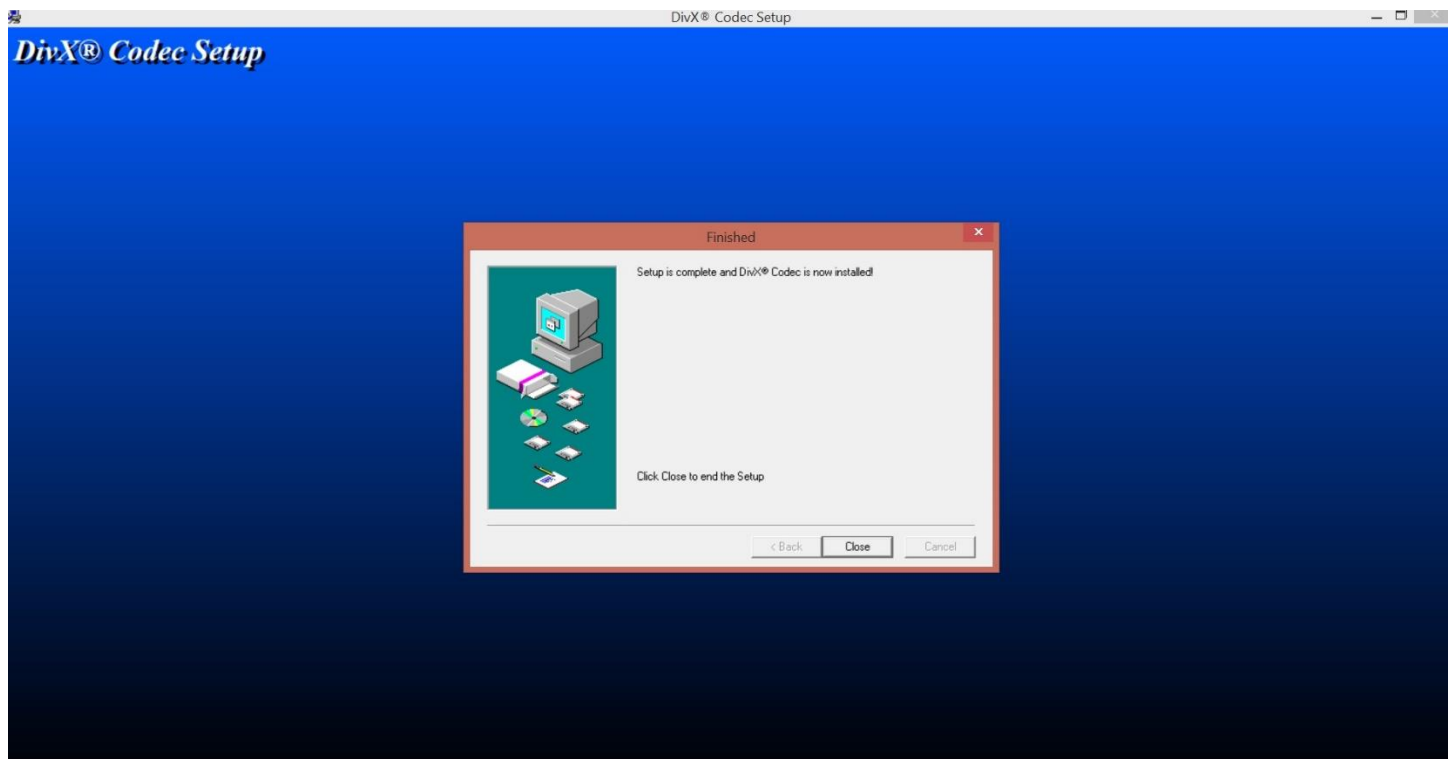




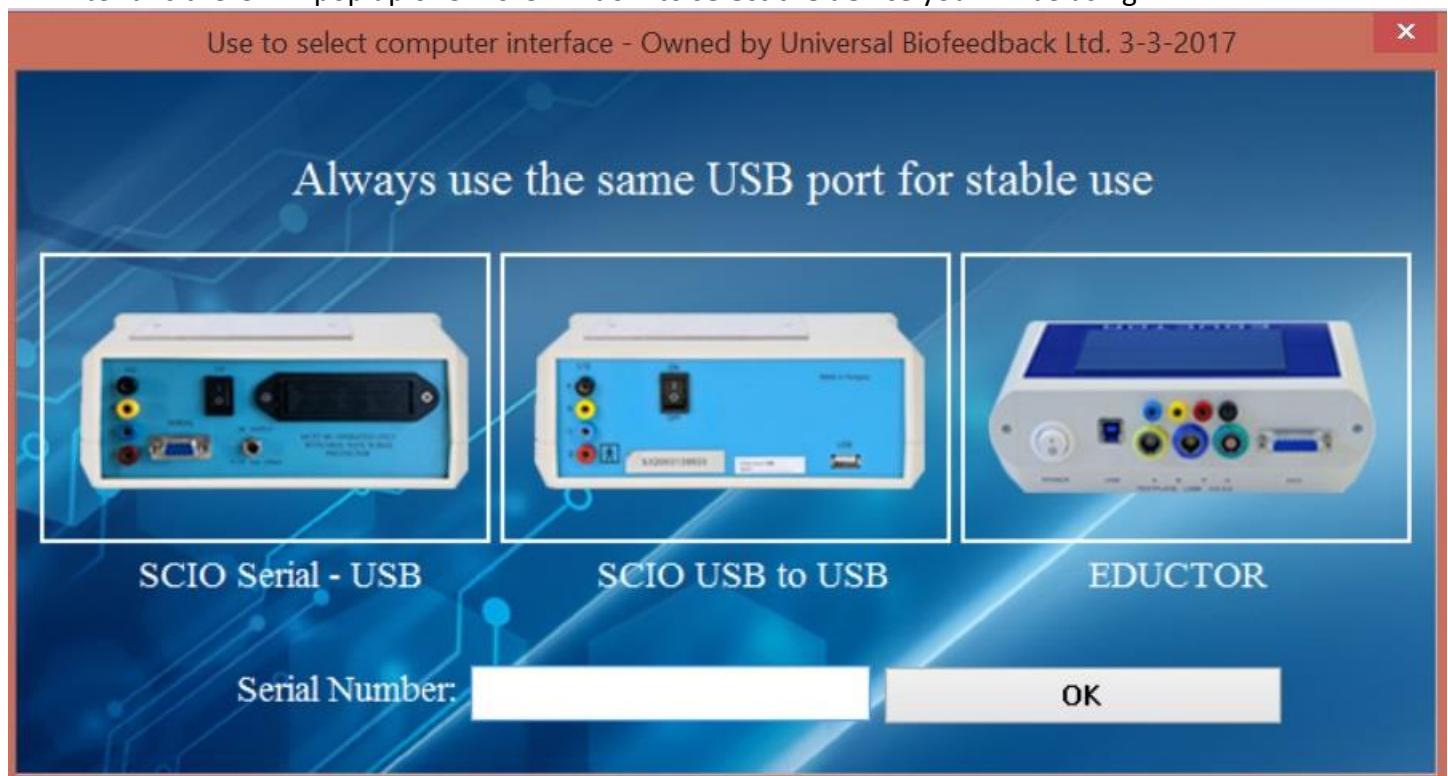
There will pop up two more windows that you will need to close: DivX Player and DivX Codec. Click on the red X on the top right corner of the window to close them.



After that click on the Close button to finish the installation of the DivX Codec Setup.



- After this there will pop up one more window to **select the device** you will be using.

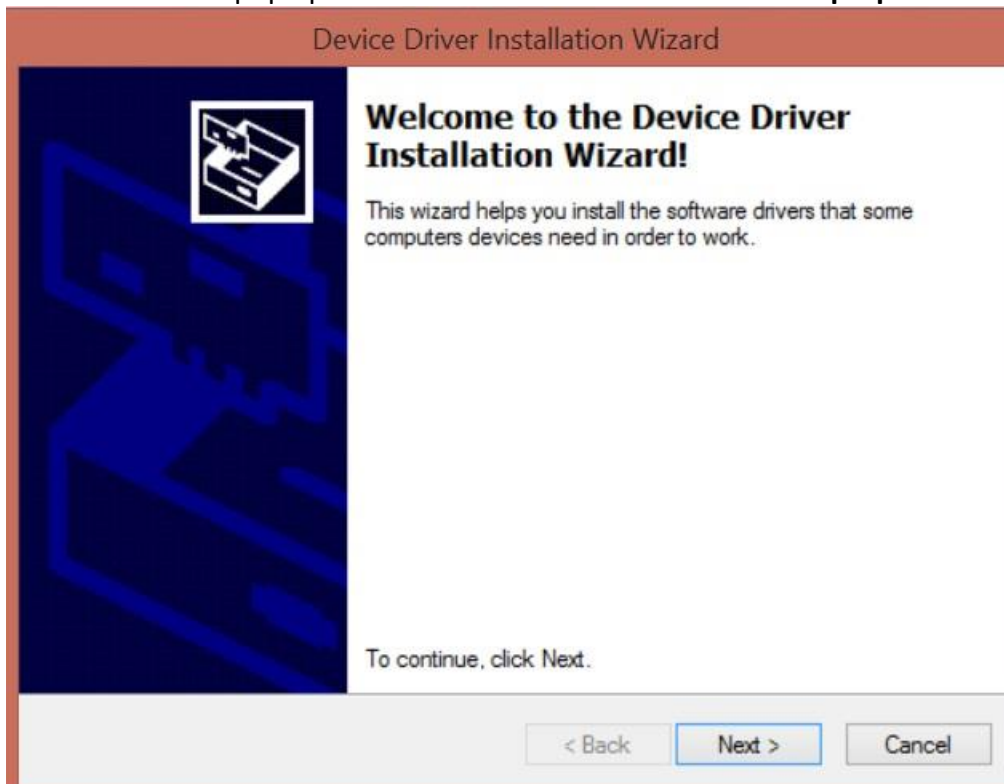


Select the image with the proper device, then enter the serial number the same way as it is shown on the device and click on the OK button.

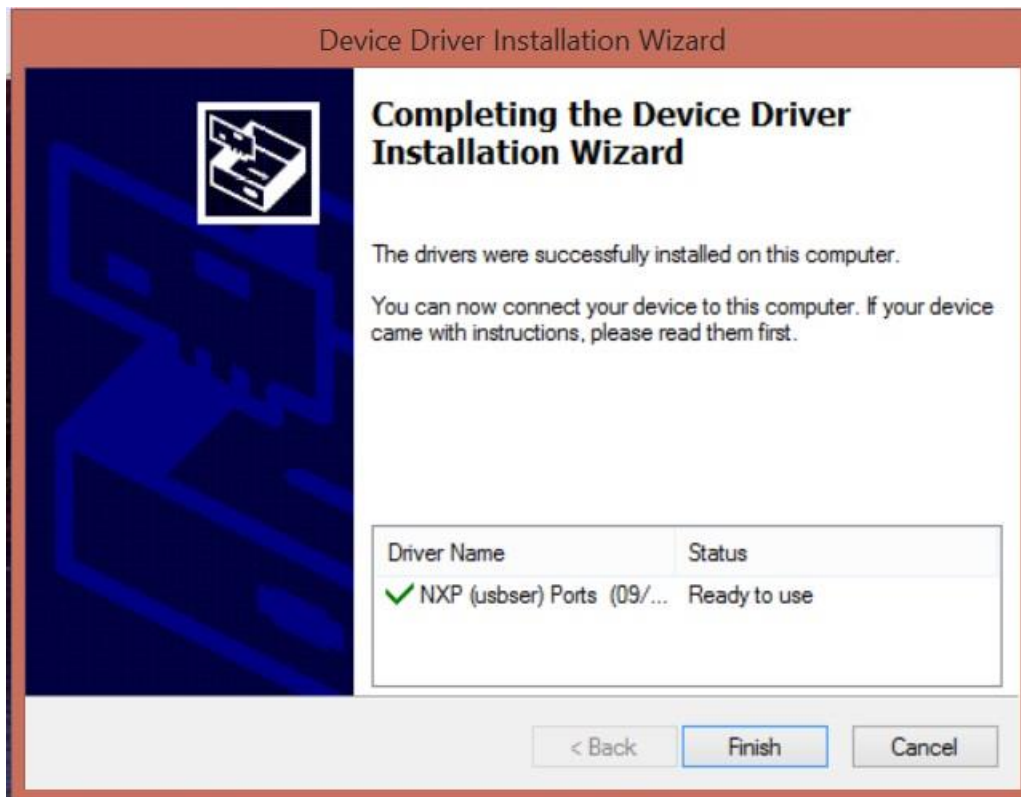




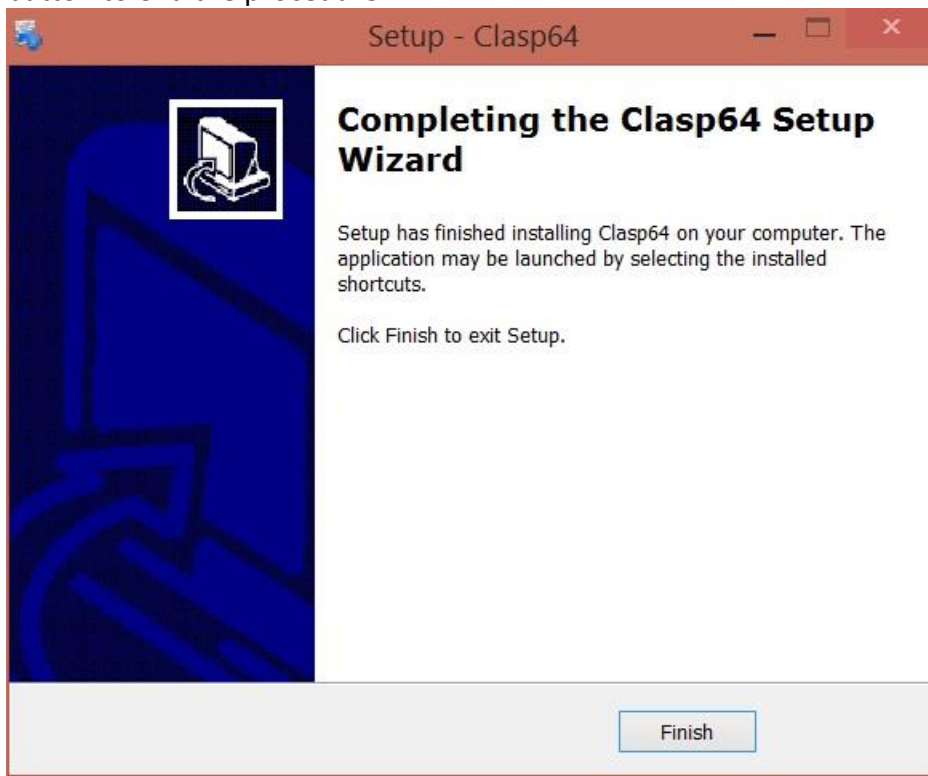
- After this will pop up another window which will **install the proper driver for your device.**



To start the installation, click on the Next button, on the following pop up window click on the Install button, then on the Finish button.



- There will pop up another window which will show the **end of the installation**. Click on the Finish button to end the procedure.



#### Is the Eductor 64 software Multilanguage?

The CLASP64 Software is NOT Multilanguage. This option is not available for now. The software is available only in English language.

## **Installing the EDUCTOR System's USB driver and checking for the latest firmware with the MANDELAY\_DOWNLOADER.EXE**

After connecting the EDUCTOR System to your computer for the first time you have to install the USB driver and check for new firmware. We are constantly developing the hardware and the software, so every now and then we will release a new firmware for your device that will improve its functioning and add exciting new graphics and videos to the LCD screen.

Please note that this works only for the BIG SCREEN LCD EDUCTOR and the device must be turned on.

Please see below the steps for it:

- Go to [www.scio-educator.com](http://www.scio-educator.com) and login
- From the top menu bar select Downloads and then Software and Tools
- Download the 'MANDELAY\_DOWNLOADER.EXE'.
- In the pop-up window click on 'Save file' or click 'Run' if the option comes up.
- If you clicked on 'Save File', run the downloaded 'Mandelay\_Downloader.exe' file by double clicking on it in the download window.

Start the MANDELAY\_DOWNLOADER.EXE and login. Click on Download and Install Eductor Firmware image in the screen. This initializes the update. Follow the instructions given to you by the Updater.

The download is running in a loop until all the necessary files are downloaded, decompressed and uploaded to the EDUCTOR device. When the update is completed the following message pops up: "Your EDUCTOR IS UP TO DATE"

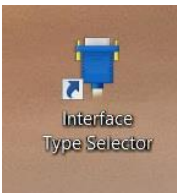
### **Choosing your Interface Type**

The Interface program is automatically installed with the main software on the computer. (The Interface Type must be set before the activation).

In case you missed the setting you can find it on your desktop.

The following steps will guide you on how to use this program:

- Double click on the 'Interface Type' icon on your desktop screen.



- Select the device type and write in the serial number of your device, then click 'OK'.

Always use the same USB port for stable use



SCIO Serial - USB



SCIO USB to USB



EDUCTOR

Serial Number:

OK

Now you can move on to the final step, activation of the software!

### How to activate the 2017 CLASP64 Software?

To activate your CLASP64 Software please follow the steps outlined below:

- Run the CLASP64 Software by clicking on the 'Clasp64' icon on the desktop.

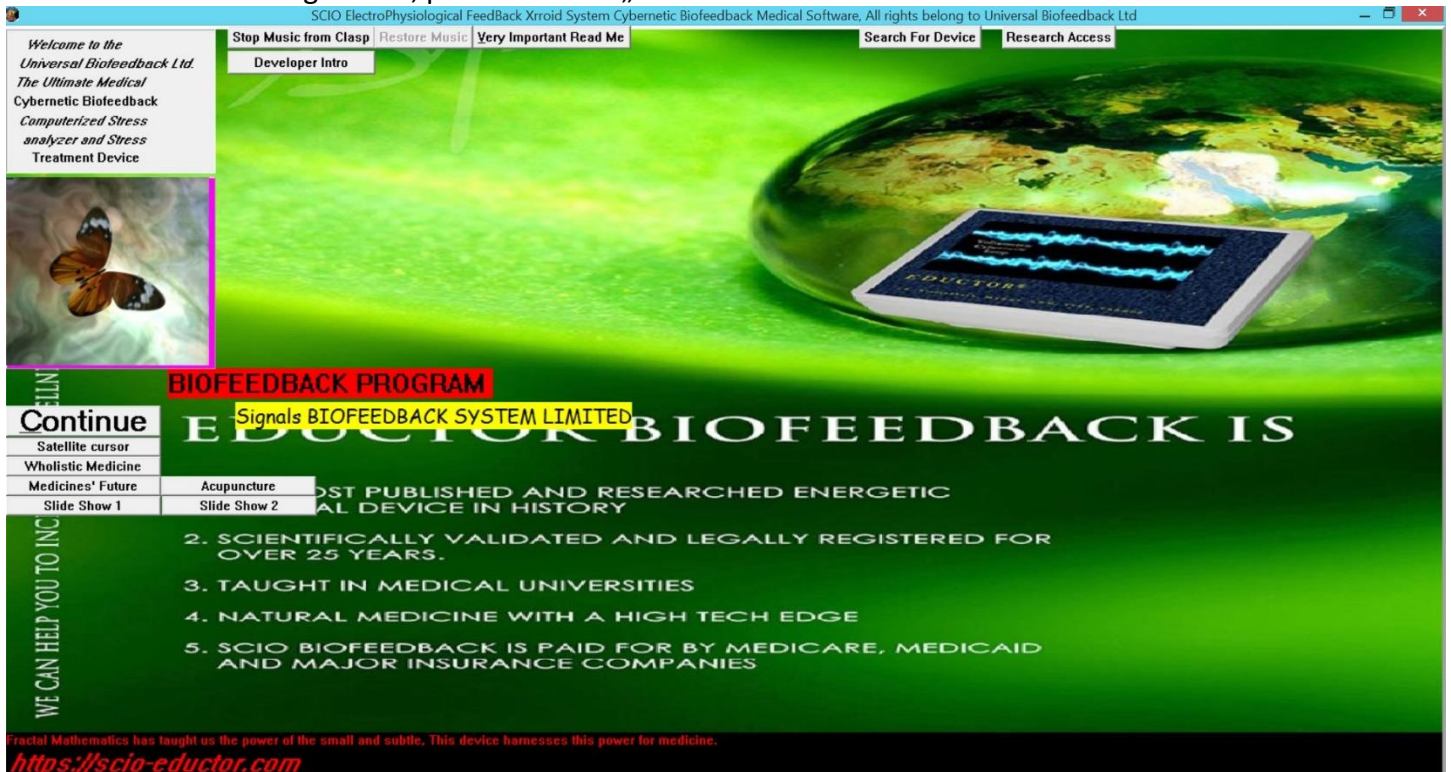


- Click 'Close' on the SCIO Box data' screen when the program reaches 25%.



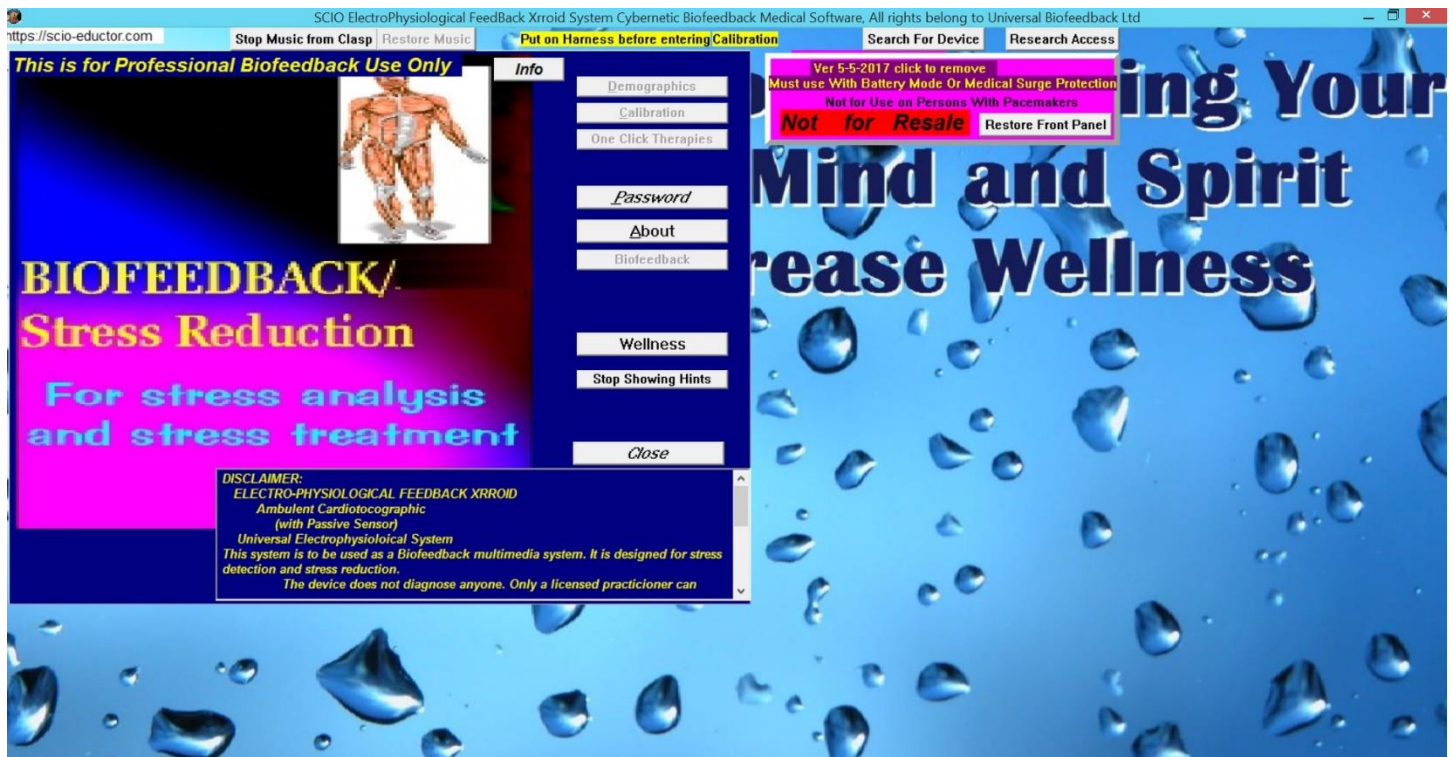


- On the following screen, please click on „Continue”.

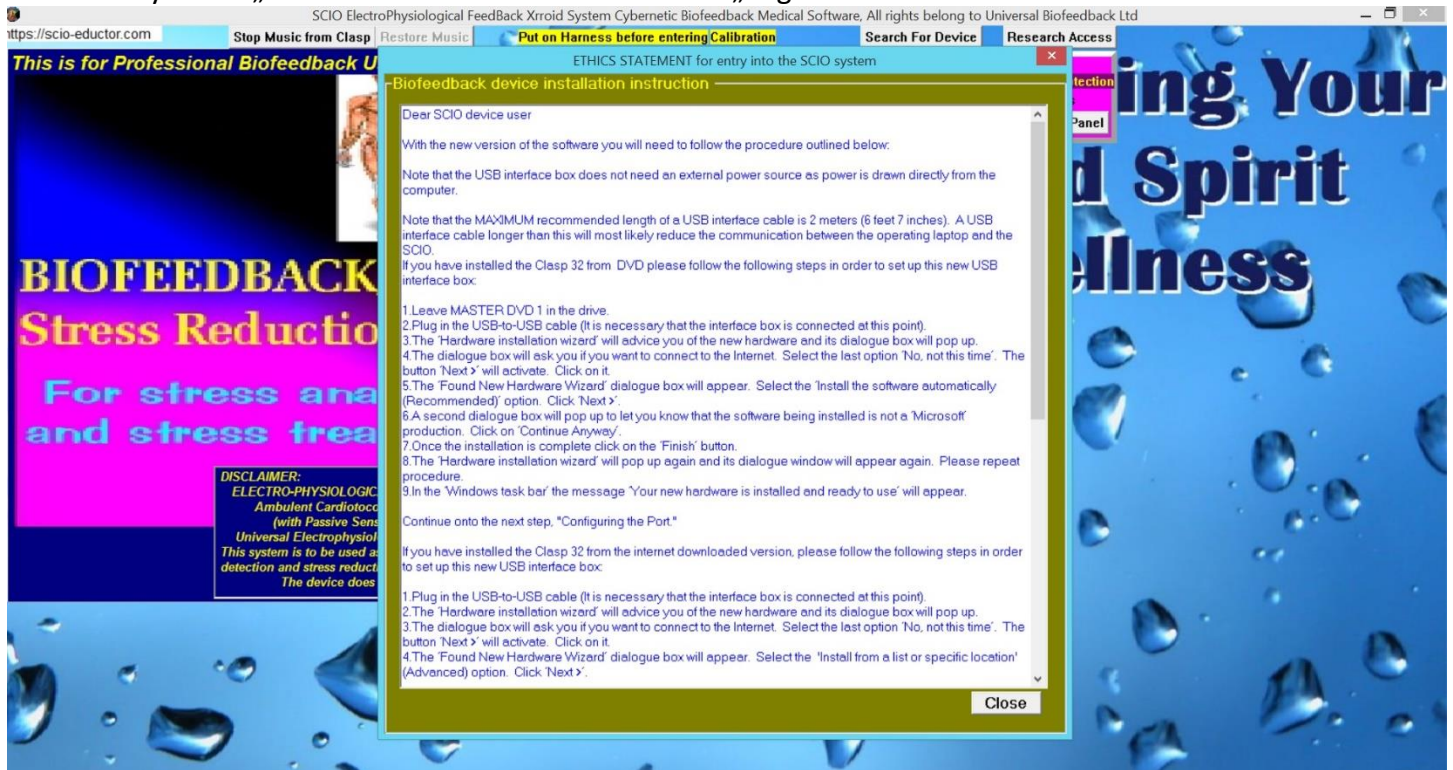


- Then click on „Password”.

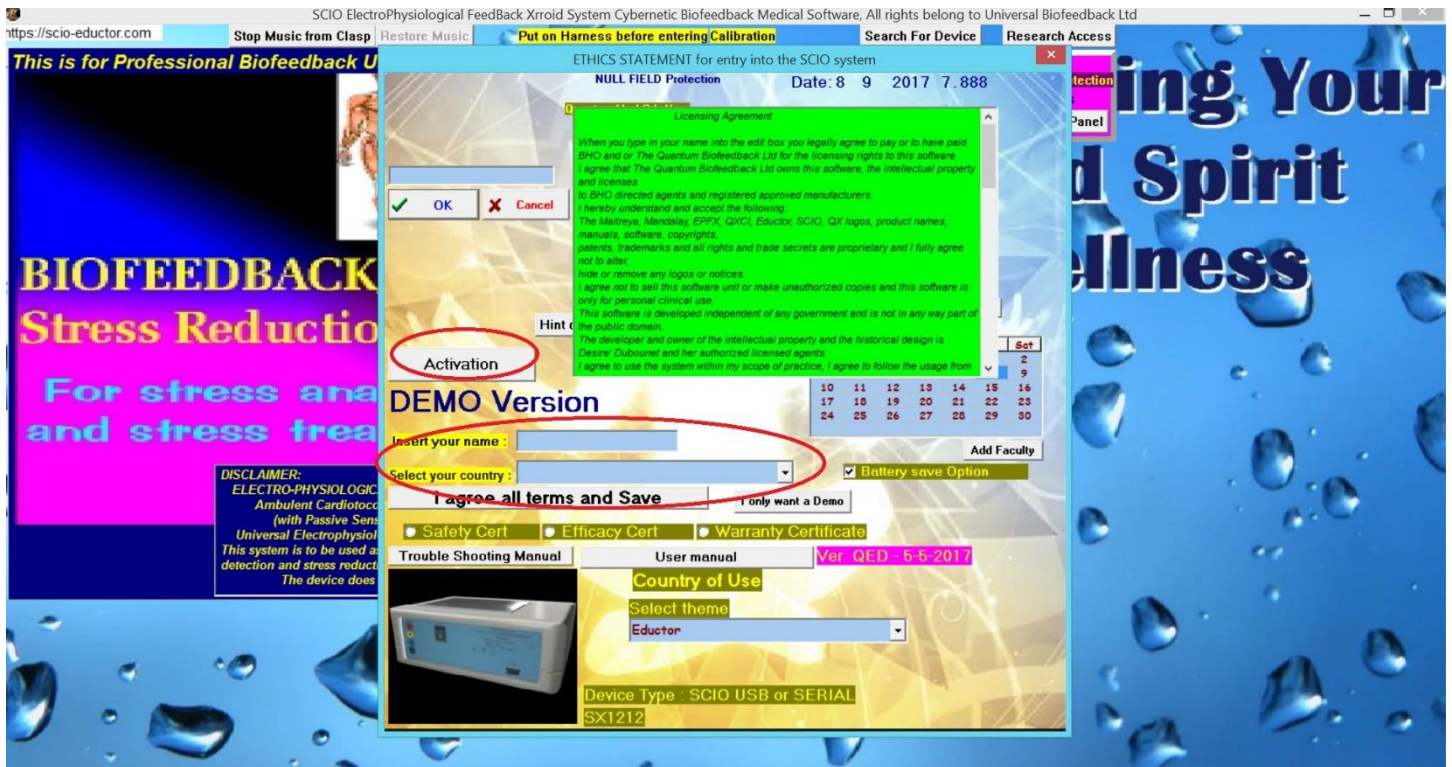




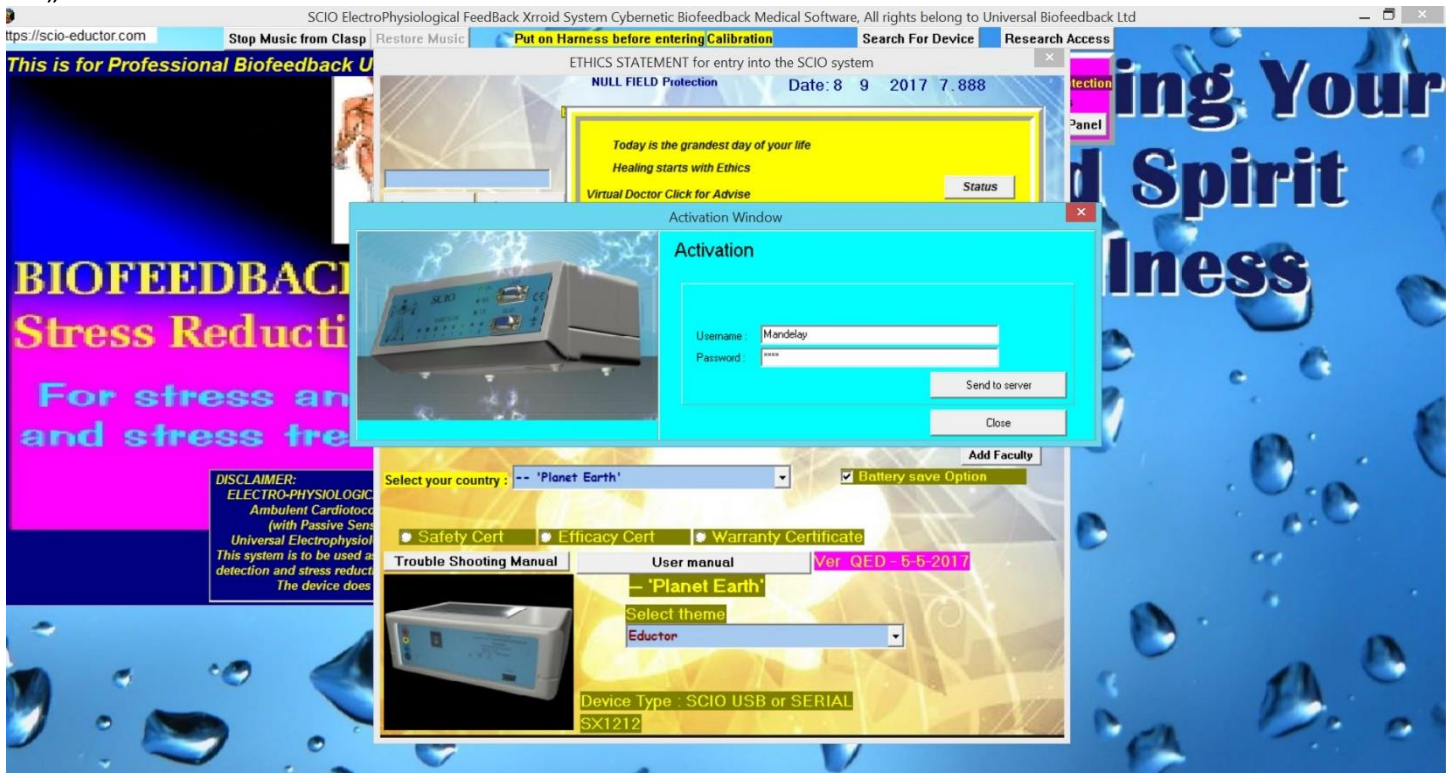
- If this is your first activation on the laptop/desktop, right after the installation, please enter your name and country in the „Password" screen and then click on „I agree to all terms and save" than click on “Close”.





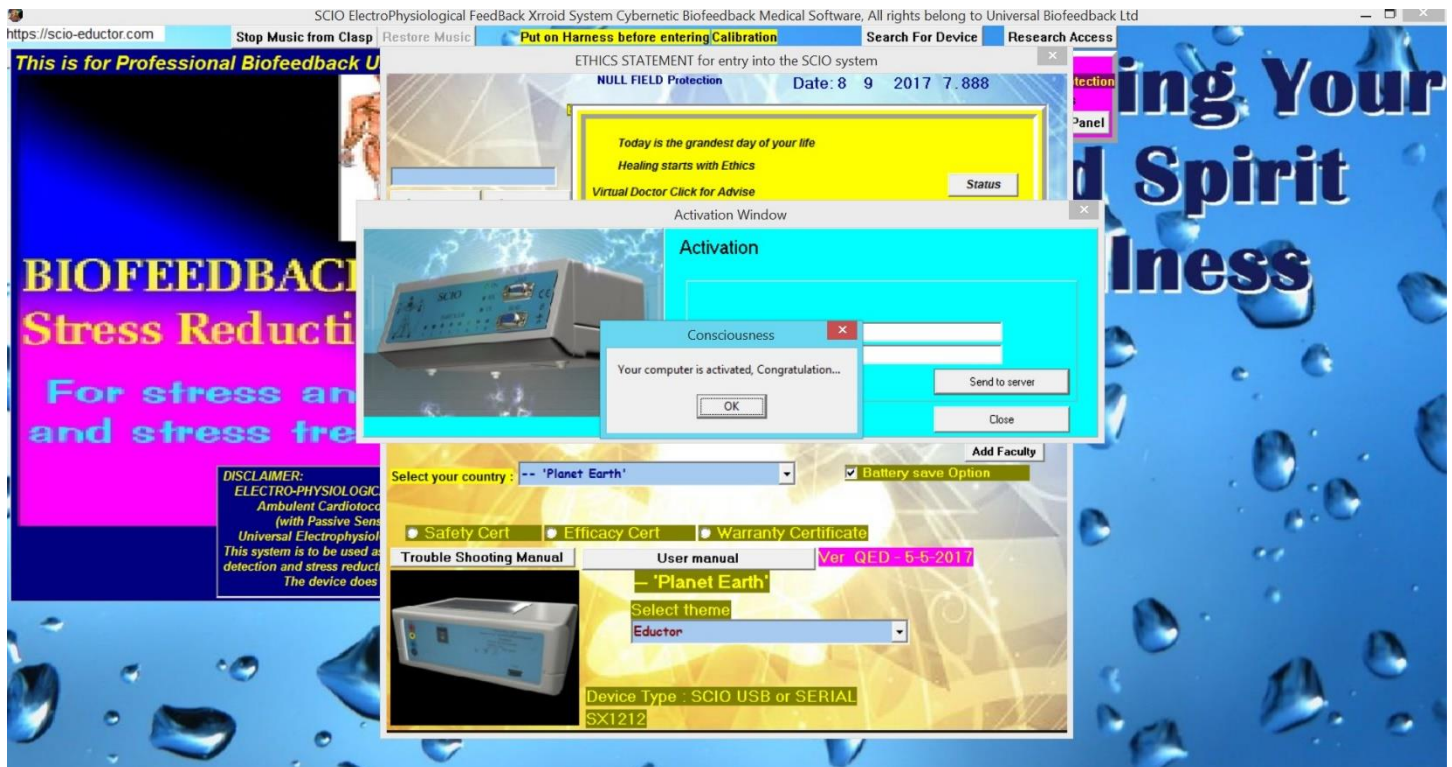


- On the „Password" screen click on „Activation".
- In the 'Activation window' please enter your www.scio-eductor.com Username and Password and click on „Send to Server".

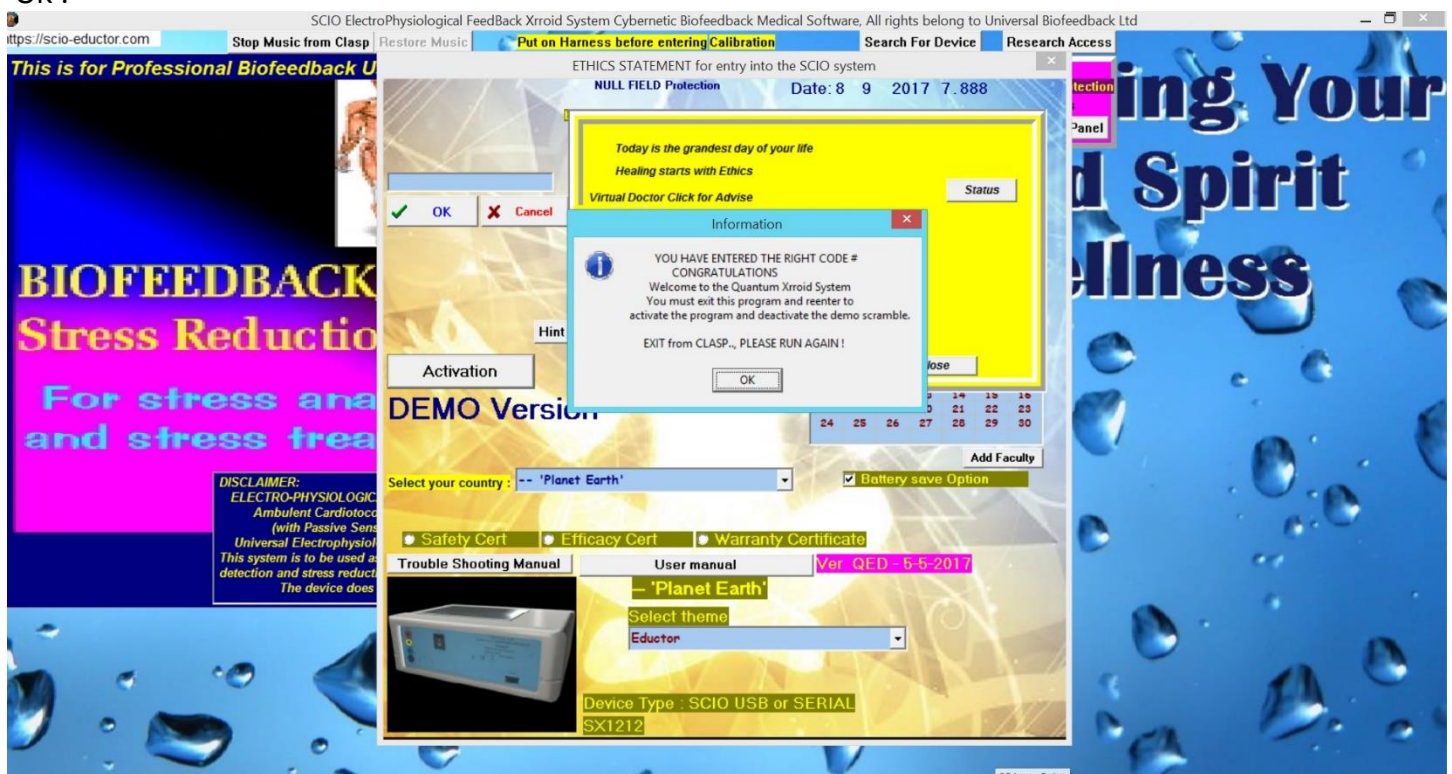


On the following screen will pop up a window with the following message 'Your computer is activated. Congratulations'. Click on 'OK'.





On the next screen will pop up another message 'You have entered the right code, congratulations...' , click 'OK'.



- Now the program will automatically exit.

Your Software is now active and ready to use.

**Where can I find the BIG (Biofeedback Interfaced Graphics) program?**

The Biofeedback Interfaced Graphics (BIG) is not available for now.



## **How can I install the USB driver of the SCIO device?**

The USB driver is automatically installed with the main software when is installed on the computer. Please follow the next steps in order to set up the USB driver:

- Plug in the USB-to-USB cable (the SCIO must be connected).
- The 'Hardware installation wizard' will inform you of the new hardware and its dialogue box will pop up.
- The dialogue box will ask if you want to connect to the Internet. Select the last option 'No, not this time'. The 'Next >' button will be activated. Click on it.
- The 'Found New Hardware Wizard' dialogue box will appear. Select the 'Install from a list or specific location' (Advanced) option. Click 'Next >'.
- Select 'browse' and search for the folder drive C and inside there for 'Clasp 64" folder. Select the „USB driver" folder. Click OK. Click 'Next >'.
- A second dialogue box will pop up to let you know that the software being installed is not a 'Microsoft' product. Click on 'Continue Anyway'.
- Once the installation is complete click on the 'Finish' button.
- The 'Hardware installation wizard' will pop up again and its dialogue window will appear. Please repeat the procedure.
- In the 'Windows task bar' the message 'Your new hardware is installed and ready to use' will appear.

Continue with the next step, 'Configuring the SCIO System's communication port (COM port)'

## **Configuring the SCIO System's communication port (COM port) in Windows 7 or earlier**

Please note this version of the software is not compatible with earlier version of Windows 7.

Before setting up the COM Port, please make sure the driver of the device is properly installed. The following steps will guide you to set the communication port to COM1:

- Right click on the 'Computer' icon on your desktop. If you cannot find this icon on the desktop, open the 'Start menu' and look for the 'Computer' icon there and right click on it.
- From the drop down menu please click on 'Manage'.
- Please click on 'Device Manager' on the left side list.
- On the right side please search for 'Ports (COM & LPT)' and double click on it.
- If you have a SCIO USB to USB , you will see the 'USB Serial Port (COMx)' driver (x is a number). If you have a Serial to USB SCIO, you will see the installed USB to Serial converter cable's driver.
- Please right click on the driver and choose 'Properties' from the drop down menu.
- Choose the 'Port Settings' tab in the next window.
- Click on 'Advanced...' button.
- You will now see a 'COM port number:' label and a COMx next to it in a list box. Please set it to COM1 and click on 'OK'.
- Click on 'OK' again and then close the 'Computer Management' window.

You have now successfully set up your Communication Port!

## **Configuring the SCIO System's communication port (COM port) in Windows 8, 8.1 or Windows 10**

Please follow the steps below to configure the COM Port:

- Type "Device Manager" in the search function of the Windows
- Click on Ports (COM & LTP)
- Right click on USB Serial Port (COM x)
- Click on Properties
- Click on Port Settings tab
- Click Advanced
- Change the COM Port Number to 1
- Click OK and close the window

You have now set up your COM Port!

### **What can I do when the Software does not recognize the EDUCTOR?**

If your Software does not recognize the EDUCTOR device, one of the following reasons could apply:

- the driver of the device is not installed correctly
- the type of the device is not set in the Interface Type program

Please try one or all of the following suggestions:

- unplug the USB cable from the EDUCTOR device and plug it back in
- unplug the USB cable from the computer and plug it back in
- plug the USB cable in a different USB port of your computer

If none of these suggestions work, please check whether your driver is installed successfully (See 'How can I install the USB driver of the EDUCTOR device?') and reset the type of the device is set in the Interface Type program (See 'Choosing your Interface Type').

### **What can I do when the Software does not recognize the SCIO?**

If your Software does not recognize the SCIO device, one of the following reasons could apply:

- the driver of the device is not installed correctly
- the communication (COM) port is not set to COM1
- the type of the device is not set in the Interface Type program

Please try one or all of the following suggestions:

- unplug the USB cable from the SCIO device and plug it back in
- unplug the USB cable from the computer and plug it back in
- plug the USB cable in a different USB port of your computer

If none of these suggestions work, please check whether your driver is installed successfully (See 'How can I install the USB driver of the SCIO device?'), verify if the communication (COM) port is set to COM1 (See

'Configuring the SCIO System's communication port (COM port')) and reset the type of the device is set in the Interface Type program (See 'Choosing your Interface Type').

### **How do I update the firmware in my 2013 model Eductor Interface Box (small LCD)?**

Unfortunately, our Firmware updater is not compatible with small screen Eductor devices.

### **What can I do when the Test function is not accessible?**

If your Test function is not accessible with your SCIO/EDUCTOR software, it means it is in demo mode, you have to reactivate the software. To activate the software please see "How to activate your CLASP64 software".

### **What to do when getting the following message: " This serial number does not exist in our database" during the activation?**

One of the reasons for getting this message could be that the Software does not recognize the Serial Number of your device.

The Serial Number of your device is stored in two places: on a label on the device and inside the device in a chip. When those two serial numbers don't match you get this message at the activation process. If this message appears, please contact us at [info@scio-eductor.com](mailto:info@scio-eductor.com).

Another reason could be that your device has not been registered under your name. To check whether this device is registered under your account or not, please log into your SCIO-EDUCTOR.COM account. Please click on **Order System** and select **My devices**. If you do not see your Serial Number in the list, please add it by clicking on the 'Assign a Device to My Account' button. Enter all relevant information and then send the request. One of our Administrators will review your request and contact you soon.

### **Why aren't the lights on my SCIO box on?**

Usually, the fact that the SCIO lights are not on can be caused by either Hardware or Software. Please try both suggestions described below before sending the device for repair or checkup.

- If the problem is hardware:

If none of the lights are working the first suggestion we have is to change the USB cable, because it could be damaged, and turn on and off the SCIO box approximately 10-15 times to remove the oxidation from the switch. In case this does not help, you need to send your device for a checkup. Please contact us at [info@scio-eductor.com](mailto:info@scio-eductor.com) and we will guide you through the process of sending the device in.

- If the problem is Software:

When the "ON" green light is on, but the rest are not, the problem is the SCIO Software did not recognize the SCIO device. To solve this problem, you only need to follow the steps detailed in 'What can I do when the Software does not recognize the SCIO?'.

### **Why aren't the Body Viewer videos playing?**

The DivX Codec is a program necessary for the proper functioning of the Body Viewer Program. If while running Body Viewer your videos don't play, installing this codec will most likely solve the issue.

Please follow the steps outlined below to install the DivX Codec:

When installing the SCIO/EDUCTOR Software, the DivX Codec is automatically installed on your computer.

- Please look for the DivX Bundle icon on your C drive under Clasp32/Program folder and double click on it.
- The DivX Codec Installation wizard will pop up. In the DivX Codec Setup screen please click on the 'Next' button.
- In the Welcome window that appears next, please on the 'Next' button again.
- On the 'Choose Destination Location' window please click on the 'Next' button.
- The next window is the 'Select Components' window. Please click on 'Next' to proceed.
- On the 'Ready To Install' window of the DivX Codec Setup please click on the 'Next' button to start the actual installation.
- Please click 'Yes' on the License Agreement.
- There are two Windows Explorer windows open and at the end of the installation and the finish screen of the DivX Codec Setup. Please close the two Windows Explorer windows and click on „Close” on the finish screen of the DivX Codec Setup.

You have now successfully installed the DivX Codec!

### **Where can I find the version number of the Software installed on my computer?**

The version number of the SCIO/EDUCTOR Software is displayed on the top bar when opening the Software. The Software Version number usually has a format of day-month-year, for example 5-5-2016.

### **How can I use my Indigo with the Clasp64 Software?**

**Unfortunately, this software is not compatible with Indigo devices.**

### **How to back up your patient files in the Clasp 64 software?**

In order to create a backup, please follow the steps below:

- Start the Clasp64 and go to Demographics
- Click on „Patient Data (Load New or Previous Patient)”
- Click on „Export/Import” menu in the top menu bar
- Click on „Export Patient data”
- Select the location to save to, preferably an external memory stick
- Click „OK”
- Click „OK” on the confirmation message that pops up

You have now successfully made a backup!

### **How to restore your patient files in the in Clasp 64 software?**

In order to restore a backup, please follow the steps below:

- Start the Clasp64 and go to Demographics
- Click on „Patient Data (Load New or Previous Patient)”
- Click on „Export/Import” menu in the top menu bar
- Click on „Import Patient data”
- Select the location of the backup file
- Click on Clasp 64 PatientExport folder to open it than select ‘patient.xml’ file and click on „Open”
- The program will inform you that the patients have been restored.

- Click „OK” on the confirmation message that pops up.  
You have now successfully restored a backup!

### **How to back up your patient files in the older versions and use it with the Clasp 64 software?**

Unfortunately, the patients file in the older versions are encrypted differently and are not compatible with Clasp 64 software to be used.

### **How to restore your patient files in the older versions and use it with the Clasp 64 software?**

Unfortunately, the patients file in the older versions are encrypted differently and are not compatible with Clasp 64 software to be used.

### **How to properly connect the harnesses?**

Connect the patient to the harnesses in the following way:

- red harness to right wrist
- blue harness to right ankle
- yellow harness to left wrist
- black harness to left ankle
- head band on the forehead (with the strips in contact with the skin)

When you cover the wrists and ankles with the straps make sure that the electrodes are on the inside, touching the skin. The metal part of the electrodes should be covered with rubber. In order to protect clients with hyper-sensitivity make sure that no metal part is in direct contact with the skin.

### **How to properly set up the EDUCTOR? Connecting the device, laptop and accessories**

The EDUCTOR package you receive from MANDELAY KFT when purchasing an EDUCTOR System includes the following items:

- A carrying bag that can comfortably with the device and all related accessories.
- A 16 GB USB stick containing the operating software of the EDUCTOR and the installation and activation procedures detailed in .pdf and video format to ensure the startup runs smoothly and problem free
- A USB 3.0 cable, head harnesses, limb harnesses and a test plate

You will notice that the back of the EDUCTOR box has a Power switch, a USB 3.0 port, a dedicated EEG harness plug, four smaller plugs designed for accessories and three bigger plugs, each color coded to match the plugs of your harnesses and test plate, as follows:

- yellow for test plate
- blue for limb harnesses
- green for head harness

Insert each accessory into the jacks carefully, you will find it easy as there is only one correct way they can be connected. Connect the other part of the USB cable into the USB port of your computer and turn your EDUCTOR device on.

### **Is it ok to travel by plane with my biofeedback device?**

The device is designed to withstand some X-ray exposure. We estimate about 50 (fifty) normal X-ray checks. We believe that after 50 (fifty) X-ray exposures the device should be refurbished. For options of refurbishment, please contact us at [info@scio-eductor.com](mailto:info@scio-eductor.com) .

### **How do I check if my software is official?**

If you want to check whether your software and device are officially registered on the website of the manufacturer, please write an email to [info@scio-eductor.com](mailto:info@scio-eductor.com) with the following details:

- Device serial number (please provide a picture of the serial number)
- Name of the seller
- Copy of the invoice

We advise you to contact us immediately if you suspect you might not have the proper, approved and official software designed by Desiré Dubounet/Prof. Nelson/The Budapest Home Office.

### **Can I use my biofeedback system without the device (SCIO/EDUCTOR)?**

Yes, you can use the software without the box. The software permits 100 startups without the device, and after that it requires the device to be connected to avoid going into Demo mode.

### **How to deactivate the 2017 CLASP64 Software?**

To Deactivate your CLASP64 Software please follow the steps outlined below and make sure your device is connected to the laptop and switched on:

- Run the CLASP64 Software by clicking on the 'Clasp64' icon on the desktop.
- Click 'Close' on the EDUCTOR Is Working' screen when the program reaches 25%.
- On the following screen, please click on „Continue".
- Then click on „Password".
- On the „Password" screen click on „Deactivation".
- In the 'Deactivation window' please enter your [www.scio-eductor.com](http://www.scio-eductor.com) Username and Password and click on „Send to Server".
- If the deactivation is complete, the software will close.
- Your Software is now deactivated.

### **How to turn off User Account Control in Windows 7?**

- Log in as an administrator. You must have administrator access in order to change the UAC settings for any account.
- Click the Start menu and type UAC
- Select "Change User Account Control settings" from the list of results.
- Use the slider to adjust the UAC level. There are four UAC levels. The highest will notify you every time a program attempts to make changes to your computer or you change your Windows settings. The second-highest will only notify you when apps attempt to make changes. The third is the same as the second except

that your desktop won't dim. The bottom setting won't notify you for anything. Please set the slider to the bottom one in order to turn off UAC.

### **How to turn off User Account Control in Windows 8?**

- Go to the Search Charm and type "Change User Account Settings"
- Use the slider to adjust the UAC level. There are four UAC levels. The highest will notify you every time a program attempts to make changes to your computer or you change your Windows settings. The second-highest will only notify you when apps attempt to make changes. The third is the same as the second except that your desktop won't dim. The bottom setting won't notify you for anything. Please set the slider to the bottom one in order to turn off UAC.

### **How to turn off User Account Control in Windows 10?**

- Go to the Search Charm and type "Change User Account Settings"
- Use the slider to adjust the UAC level. There are four UAC levels. The highest will notify you every time a program attempts to make changes to your computer or you change your Windows settings. The second-highest will only notify you when apps attempt to make changes. The third is the same as the second except that your desktop won't dim. The bottom setting won't notify you for anything. Please set the slider to the bottom one in order to turn off UAC.

### **What is the password to my software?**

The default password for the CLASP64 software is 0210.

### **How to select the Home Use Prescription Theme?**

The Home Use Prescription theme is called in Clasp 64 software 'One Click Therapies'. This software activates a panel that pops up when Calibration is over. The 'One Click Therapies' panel has a selection of therapies that offer quick and easy access to a specific therapy without first running the Test. Use it with caution, as it does not have the Auto Focus function built in. Maximum therapy time is 45 minutes!

- Open your CLASP64 program and go to Password
- Click on Continue, then Password, then Demographics, then Calibration. After the Calibration the One Click therapies button will be active.
- To exit the 'One Click Therapies' panel click on 'Close' button or on the red 'X' on the top right corner of the window.

### **How to add a new patient?**

- Enter the Person's Name to be tested in the edit box. Select the Gender by clicking on Male/Female/Both.
- Check the Pregnant box if pregnant.
- Check the Top Class Athletes if the client is a professional athlete.

- If you feel the client is negative, enter a number from 1 to 10, depending on how you appreciate their negativity.
- If you feel that the patient is overweight, enter the approximate number of kilograms in the appropriate tab.
- Go through the questions of the SOC panel with the patient. They must give a number for each question
- Enter the answers as numbers. You do not need to enter a 0, if you leave the box empty, the program will automatically know it is a 0
- Click on Patient Data (Load New or Previous Patient) button
- Click OK on the pop up message
- Click on New Patient button (highlighted in red)
- Click OK on the pop up message
- Enter client birth date, place of birth, country of birth and current address.
- If you do insurance, enter the Patient's Insurance Company
- To add more data into the system, we can enter the approximate date of birth on a geographical map, as this will activate a button later in the software.
- Click on Geography on the top menu bar. Select continent of birth.
- Click on Birth Time and Place on the top menu bar.
- On the new screen that appears, enter the time of birth, if known. If not known, you can click on If Unsure of Birth Time, Calculate. Based on electrical measures, this will give an approximate answer. Copy the answer into the box.
- On the map, double click on the approximate place of birth (This activates the Medical Astrology button in the Biorhythm panel)
- Click OK on the pop up message
- Click Save Current Patient
- Click Close to exit

### **How to load a previous patient?**

- Inside Demographics, click the Patient Data (Load New or Previous Patient) button
- Scroll through the list and select the name of the patient by clicking on it.
- Click on the Previous Patient button
- Click Yes twice on the two questions that come up
- The Patient data is now loaded in the Demographics panel

### **Modifying patient data**

Inside Demographics, load the patient, then modify the SOC values. It is important to assign a few minutes at every session to go through the SOC questions and monitor the progress of the patient.

- Click on the Patient Data (Load New or Previous Patient) button
- Click OK on the pop up message
- Select the name of the patient from the list.
- Click Modify Patient
- Click Save Current Patient
- Click Yes on the pop up message



## How to Calibrate?

The Calibration is a virtual handshake between the system and the client.

- Enter the Calibration panel by clicking on the Calibration button on the main panel
- Click Fast Track Calibration to start the process

When Calibration is complete, the following message is displayed: 'Calibration Complete, proceed to Test'. Click OK and then click 'Yes' to exit the Calibration or 'No' to stay in the Calibration panel.

## How to Test?

- Click Test on the main panel to enter the panel
- Click Prepare Test – this starts a few second protocol
- Click Test (the Prepare Test button becomes the Test button)
- Click Close when the Test is over.
- Click Please Load New Info Report for the results to load

## How to modify personal data on [www.scio-eductor.com](http://www.scio-eductor.com)?

- Go to [www.scio-eductor.com](http://www.scio-eductor.com) and click on "Log in" on the top menu bar
- Login with your email and password
- Click on "Order System" and select "User details"
- Edit the data and click "Save"

## How to modify my password on [www.scio-eductor.com](http://www.scio-eductor.com)?

- Go to [www.scio-eductor.com](http://www.scio-eductor.com) and click on "Log in" on the top menu bar
- Login with your email and password
- Click on "Order System" and select "User details"
- At the bottom of the page where it writes "Login details" edit the data and click "Save"

## How to register a device on [www.scio-eductor.com](http://www.scio-eductor.com)?

- Go to [www.scio-eductor.com](http://www.scio-eductor.com) and click on "Log in" on the top menu bar
- Login with your email and password
- Click on "Order System" and select "My devices"
- Click on "Assign a Device to my Account"
- Fill in the necessary information in the edit boxes
- Upload the pictures required by drag dropping them into the upload field
- Click "Save"

Your application will be reviewed by our administrators and you will be notified by email when the device assign is complete.

## Where can I find the devices registered under my name?

- Go to [www.scio-eductor.com](http://www.scio-eductor.com) and click on "Log in"
- Login with your email and password
- Click on "Order System" on the top menu bar and select "My devices"

- A full list will be displayed. Here you can view their status, start a transfer or assign a new device to your account.